

MGMT 426-FR

Services Operations Management

SYLLABUS

Summer

I. INSTRUCTOR INFORMATION

Instructor: Dr. Xiangrong Liu

Office: HGR 211

Office Hours: Tuesday & Wednesday, 4:40pm – 5:40 pm; and by appointment

Office Phone: 508-531-1406

E-mail: xliu@bridgew.edu

II. LECTURE CLASS MEETING TIMES AND LOCATIONS

Zoom, 8pm-10pm, M/T/W/TR

III. COURSE TEXT

Heizer J. and Render B. “Operations Management”, 10th edition, McGraw-Pearson Prentice Hall 2012. (Includes Lecture Guide, Student CD and DVDs). ISBN: 9780136119418. Available in Bridgewater State University’s bookstore.

IV. COURSE DESCRIPTION

As a key function, operation is vital for service firms and manufacturer to survive and thrive in the current competitive economic climate with widespread globalization and the rapid pace of technological advances. This is an advanced level course for graduate students. It starts with the foundation of operations management, focuses on the interaction with the other business functions, and involves with the impact of operations management on the business as a whole. It covers the most important areas including demand forecasting, quality management, project management, inventory management and supply chain management.

V. LEARNING OBJECTIVES

The course aims at enhancing your understanding of operations management and improving your analytical and problem solving skills. In the end of the term, you will get fair understanding of

- core concepts and terminologies in operations management
- cutting-edge management quantitative techniques
- new challenges faced by today’s service and production firms and their solutions

VI. COURSE SITE

This course will use **Blackboard** for the course web site. Every student will be automatically enrolled into the course site. Students need to check this course site regularly (before/after class) for the updated syllabus, lecture notes, assignments solutions, and the other information pertinent to the course.

VII. ASSIGNMENTS AND ATTENDANCE

Assignments (Problems and/or online discussion) and the due date will be announced in class and also posted to Blackboard. For problems, only hard copy is accepted before the due date. Late homework will not be accepted. It is strongly suggested that students finish the reading assignments before coming to the class. All students are expected to attend all classes. Attendance will be counted as part of the course grade. Attendance score will be determined by the number of signatures signed on the attendance sheet, which will be handed out in every class. All electronic devices are to be turned off before entering the class. There is to be absolutely no cell phone use including text messaging during class.

VIII. EXAMS

Exams will be given only during the scheduled times listed below except under prior approval and arrangement with the instructor for special circumstances. Students are to plan ahead to insure they take the exams at the times and dates specified. The format and the content of the exams will be announced in the class.

IX. GRADING

- Final Exam20%
- Midterm Exam20%
- Quizzes.....20%
- Attendance & Participation.....20%
- Assignments.....20%

The grade cutoffs are 96-100 for an A, 90-95 for an A- , 87-89 for a B+, 83-86 for a B, 80-82 for a B-, 77-79 for a C+, 73-76 for a C, 70-72 for a C-, 67-69 for a D+, 63-66 for a D, 60-62 for a D-, and 59 or below for an F.

X. ACADEMIC DISHONESTY

Academic honesty is expected of all students. Academic dishonesty, commonly referred to as “cheating,” will not be tolerated. Bridgewater State College’s “Academic Integrity” can be found in *Undergraduate Academic Policies*. (The *Policies* can be obtained at <http://www.bridgew.edu/Catalog/0406/ugpol.pdf>) Common examples of academic dishonesty can be found on the same page. The policy for this course is that a grade of zero will be given for the exam or assignment where academic dishonesty has been identified.

XI. DISCLAIMER

All information contained in this syllabus may be changed at the instructor’s discretion. If changes are made, they will be announced in class.

XII. TENTATIVE SCHEDULE (TOPICS AND READINGS)

(Schedule is tentative and subject to change according to class progress)

| Week | Chapter & Topics | Reading Assignment |
|-------------|---|---|
| Week 1 | Syllabus& Chap. 1 & 2 Introduction to OM Chap. 4 Forecasting | <i>Chap.1-2 (pp. 1-54)</i> <i>Chap.4 (pp. 103-154)</i> |
| Week 2 | Chap.6 Manage Quality Chap.6 Supplement: Statistical Process Control | <i>Chap.6 (pp.187-206)</i> <i>Chap.6S (pp.221-253)</i> |
| Week 3 | Chap.12 Inventory Management | <i>Chap.12 (pp.465-508)</i> |
| Week 4 | Chap.11 Supply Chain Management Chap. 3 Project Management Final Exam (1,2,3,4,6,11,12) | <i>Chap.11 (pp.417-438)</i> <i>Chap 3 (pp.55-102)</i> |
