The Cameron School of Business at University of St. Thomas

Course Information

Course Title: Operations Management and Supply Chain - MBA 5315

Instructor Information

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Office hours: Saturday 12:00PM-1:00PM and by appointment

Course Catalog Description: MBA 5315, 3 Credit Hours

Operations management is primarily responsible for creating values on business output by transforming the quantity, quality, forms, and place attributes of input variables. Theoretical and quantitative concepts, models, methods, and strategies covered in the course for designing and managing manufacturing and service systems include quality, inventory, forecasting, scheduling, and logistics. Students are expected to have a moderate level of proficiency with spreadsheet application. The course is also supplemented with simulation technology to provide a real time experience of managing supply chain and logistics.

Course Learning Objectives (and relationship to program goals and objectives)

This course will introduce concepts and techniques for design, planning and control of operations and supply chain. The course provides basic definitions of operations management terms, tools and techniques for analyzing operations, and strategic context for making operational and supply chain decisions.

Learning Objectives: In this course you will be able to:

- Recognize significant strategic challenges and opportunities for managing operations and supply chains (Goal 6: Knowledge)
- Work in teams to apply several basic analytical tools to assess performance tradeoffs and support decision making to improve operations and supply chain (Goal 6: Knowledge)
- Become familiar with several operations and supply chain strategies that have been adopted by leading companies (Goal 6: Knowledge)
- Examine successful operations and supply chain approaches and how they can be implemented (Goal 6: Knowledge)
- Develop a framework for implementing effective inventory control, distribution and logistics management methods (Goal 6: Knowledge)
• Understand the current trends in operations/supply chain in the global business environment and identify opportunities to optimize global suppliers, production, and distribution networks (Goal 4: Global Perspective)

Texts, Readings, Materials


Supplementary Readings and Lecture Material:

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Course Tentative Schedule

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<th>Part 1: Creating Value Through Operations Management</th>
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<tr>
<td>• Using Operations to Compete</td>
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<td>• Project Management</td>
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<th>Part 2: Managing Processes</th>
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<td>• Quality and Performance</td>
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<th>Part 3: Managing Supply Chains</th>
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<td>• Supply Chain Design</td>
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<td>• Supply Chain Location Decisions</td>
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| Midterm Exam - June 27, 2015                      |
| Final Exam (take-home) - August 8, 2015           |
"The above schedule and procedures in this course are subject to change in the event of circumstances beyond the instructor's control."

Course Policies

- Class participation includes punctuality in attendance.
- Class participation also includes maintaining a professional atmosphere in class. This means utilizing computers and technology suitably (silencing wireless devices, no web-browsing or emailing), and refraining from distracting activities during class (side conversations or games). Computers and technology are to be focused on classroom activities only.
- Your class participation will be evaluated subjectively, but will rely upon measures of punctuality, attendance, familiarity with the required readings, relevance and insight reflected in classroom questions, and commentary. Relative differences in technical background will not be a criterion. Students will be expected to be familiar with the readings, even though they might not understand all of the material in advance. In general, questions and comments are encouraged. Comments should be limited to the important aspects of earlier points made, and reflect knowledge of the readings.
- There will be no make-up exams in this class.
- You are expected to submit assignments at the beginning of the next class. **There are no extra credit opportunities in this class.**

Student Grading Processes:

- Midterm Exam 25%
- Final Exam 25%
- Assignments and HWs 30%
- Attendance & Participation 20%

Available Support Services: Doherty Library personnel will assist you in accessing online databases available to UST students. In the basement of the Doherty Library, (B116) there is a Writing and Learning Center Lab where you can receive assistance in improving your writing skills.

The Cameron School of Business at University of St. Thomas

MISSION STATEMENT

The Cameron School of Business will serve students of diverse backgrounds, providing them the necessary professional skills for a changing global economy, and instilling in them a deep appreciation for ethical behavior as the hallmark of a successful and fulfilling business career. The Cameron School will provide its students a timely and comprehensive business curriculum, with opportunities for specialized study in major business fields. The faculty will provide quality teaching, as this is the core of our mission. As an extension of our teaching mission, the faculty
will engage in scholarly activity and service to the University, the profession, and the community.

**Academic Honesty** Ethical conduct is essential to a community of scholars and students searching for truth. Anything less than total commitment to honesty and honorable conduct undermines the efforts of the entire community. Academic integrity lies at the very heart of any institution of higher learning. In the Cameron School of Business, students and faculty are expected to commit to a code that exemplifies each individual's honor and integrity. Any conduct that violates this standard and betrays the respect of others is a matter of grave concern and, accordingly, is deemed unacceptable.

**Accommodations** The University of St. Thomas abides by the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, which stipulates that no student shall be denied the benefits of an education "solely by reason of a disability." If you have a documented disability that may impact your performance in this class and for which you may require accommodations, you must be registered with and provide documentation of your disability to Counseling and Disability Services which is located on the second floor of Crooker Center. Contact Debby Jones or Rose Signorello at 713-525-6953 or 713-525-3162.

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- The Blackboard Resource Sites for Graduate and Undergraduate students include resources recommended by CSB faculty and librarians for CSB students.
  - All grad and undergrad students are enrolled in the respective BB courses at the beginning of the semester. If students do not have access to the Resource site, please send an email to georgeb@stthom.edu.
  - Students need not contact the IT Department for access to these two sites. Once the initial setup is completed by the IT Department at the beginning of the semester, additional students are added to the courses manually at CSB.

- Workshops for CSB students have been scheduled on two Saturdays in the coming semester – February 4, 2012 and March 3, 2012. Workshops will be offered in different areas including library research, writing skills, presentation skills, and MS Excel skills on both days. Information about the workshops and links to the online sign-up forms for the different workshops will be placed in both the Blackboard Resource sites.

**Policy on Academic Dishonesty**
(Taken from the 2010-2011 Undergraduate Catalog)

Every offense against academic honesty seriously undermines the teaching-learning process for which the University exists, and such offenses will be dealt with expeditiously according to the following criteria.

**Definition**
Academic dishonesty includes but is not limited to:

1. Cheating on an examination or test; for example, by copying from another’s paper or using unauthorized materials before or during the test;

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2. Plagiarism, which represents as one’s own the work of another, whether published, without acknowledging the precise source;
3. Knowing participation in the academic dishonesty of another student, even though one’s own work is not directly affected;
4. Any conduct which reasonable people in similar circumstances would recognize as dishonest in an academic setting.

Penalty
The penalty for an incident of academic dishonesty is, at the discretion of the faculty member, either a mark of zero for the work in question or a grade of F for the course.

MBA Program Goals and Objectives:

MBA Program Learning Goals, Cameron School of Business

The Masters of Business Administration program has six goals. When students complete the MBA degree at the University of St. Thomas:

Goal 1. They will be effective communicators.
- Objective 1: Graduates will deliver a compelling oral presentation.
- Objective 2: Graduates will write professional quality documents.

Goal 2. They will be effective team members.
- Objective 1: Graduates will demonstrate appropriate group techniques to participate in a team task that results in effective performance.
- Objective 2: Graduates will demonstrate effective leadership skills in a group project.

Goal 3. They will be ethical decision makers.
- Objective 1: Graduates will recognize the ethical issues implicit in a business situation.
- Objective 2: Graduates will describe and use ethical frameworks applicable to business situations.
- Objective 3: Graduates will develop a variety of ethical alternatives for resolving or at least addressing, a problem in business.

Goal 4. They will be globally aware.
- Objective 1: Graduates will perform a global business situation analysis.
- Objective 2: Graduates will formulate global business strategy.
- Objective 3: Students will evaluate global business strategy.

Goal 5. They will be able to integrate knowledge across multiple business disciplines.
- Objective 1: Graduates will identify business problems and opportunities that result from factors internal and external to the organization.
Objective 2: Graduates will apply quantitative and qualitative techniques from the different business disciplines to address problems and opportunities.

Goal 6. They will be knowledgeable about multiple business disciplines