

Syllabus for BU 407  
Production and Operations Management

Dr. Steelquist  
September 2000

### COURSE OBJECTIVE

To **understand** the **importance** and **techniques** of managing the **operations** and production functions of manufacturing and service companies. Both quantitative methods and non-quantitative considerations will be studied. Specific objectives are understanding of

1. The operations function
2. Process design
3. Quality processes
4. Facilities design
5. Materials control
6. Scheduling

### OUTLINE

Introduction	Chapt 1
Operations Strategy	Chapt 2
Process Design	Chapt 3
Technology Management	Chapt 4
Work Measurement	Chapt
Quality Management	Chapt 6 & 7
MIDTERM	
Facilities	Chapt 8, 9, & 10
Materials Control	Chapt 11 & 13
Production Scheduling	Chapt 14
MIDTERM	
MRP	Chapt 15
AT	Chapt 16
Operations Scheduling	Chapt 17
Project Management	Chap( 18
FINAL	

### GRADING

Midterm	30%.
Final	30%
Projects	30%
Quizzes	10%

The final letter grade will be assigned by totaling the points from each graded item. No letter grades will be given for individual items. Unless notified otherwise, exams and quizzes are open book. Attendance is expected and will be reflected by quiz grades. There will be no make up for missed quizzes! The lowest quiz grade will be dropped. **Quizzes** may be either announced or unannounced. Do enough problems to insure that you **understand** each problem type. An exam can be made up only if **the** instructor is notified before the exam. The final will be cumulative with an emphasis on the material after the last midterm.

## TEXT

Krajewski, L., Ritzman, L., Operations Management Strategy and  
Reading Ma., 1998.

5th. Edition, Addison-Wesley,

## OFFICE HOURS

Mon, Wed, Fri 11:00 A.M. and by request in Keiffer, 14 FF. Phone 739-4602. steelq@chaminade.edu

## Operations Management Projects

### OBJECTIVE

The purpose of operations management projects is to give you experience in identifying, analyzing, solving, and presenting solutions to operational problems. You may pick your own project, but it must deal with some aspect of operations. You must use appropriate quantitative techniques. Actual problems are preferred, but prepared cases are acceptable if they are extensive enough for an extended analysis and are supported by multiple research sources.

### PROCEDURE

1. Submit a one paragraph description of your project for approval before starting work.
2. Start your work with a careful statement of the problem. This statement is usually refined and modified during analysis.
3. Do a complete and logical analysis of your operation.
4. Reach a proposed solution to improve the operation including recommended steps for implementation.
5. Prepare your written report to include a comprehensive description of the operation of your organization. Based on this description discuss an important problem, a complete analysis of that problem with the appropriate quantitative analysis, and your proposed solution. Provide supporting data, computations, and assumptions.
6. Prepare a verbal report with the same format. Be prepared to answer questions on your project beyond the scope of the presentation.
7. For group projects all members of a group will receive the same grade unless a consensus within the group and instructor's approval determines otherwise.

### ASSIGNMENT

**Project #1.** An individual project due Oct. 2, 2000. with presentations that week. Target length 5-7 pages and 4-6 minutes.

**Project #2.** A group project with 3 to 5 members. This project is due Dec. 1, 2000 with presentations to follow. Target length 10-20 pages and 15-25 minutes.