

**CHAMINADE UNIVERSITY  
JANUARY 10- MARCH 22, 2000  
Management of Operations BU 40740  
FORT SHAFTER**

**Course Syllabus**

**Instructor:** Dr. Steven W. Reid  
**Office Phone:** 529-8887  
**Cell Phone:** 383-5330  
**Email:** [sreid@lava.net](mailto:sreid@lava.net)  
**Hours:** M/W/F 10:00 am - 12:00 pm  
(or by appointment)

**Prerequisites:** As required by CU catalog

**Required Texts:** Operations Management, Lee J. Krajewski and Larry P. Ritzman, Addison Wesley, 5th edition.

**Additional Texts (Recommended):** None

**Description:** Operations management consists of the direction and control of the processes that transform inputs into finished goods and services. This function is equally relevant to systems producing goods and services in both profit and nonprofit organizations. Only through the successful management of people, capital, information and materials can an organization successfully meet its goals. Included in this study will be the key areas of process, quality, capacity, location, layout and operating decisions. As a field of study, operations management includes a collection of separate theories and models, various processes, ways of thinking about personnel and events. This class will review both strategic and tactical decisions in operations management.

Operations management can help managers understand the complexity within organizations and that most organizational problems have several causes. Operations management principles play an essential role in assessing and increasing organizational effectiveness, which is a central responsibility of and focus for all managers. Operations management can help managers identify problems, determine how to correct them, and establish whether the changes would make a difference. Such knowledge can help managers better understand situations they face in the workplace and change their behavior so that their performance and the organization's effectiveness increase.

**Course Objectives/  
Outcomes:**

- Define operations management
- Understand the role of various process decisions
- Apply the understanding of operations management through case study analysis
- Acquire knowledge of operations management theories and models
- Personally develop techniques for diagnosing and improving operations
- Apply various operations management theories
- Understand social responsibility and ethics in operations management

**Meetings:** 5:30-9:40 pm Mondays

**Attendance:** Attendance is very important to your success in this class. While tests may be made up, lectures and class discussion cannot be replicated. Arriving thirty minutes late or leaving thirty minutes before class has been dismissed constitutes an absence. In the event of an absence, it is the student's responsibility to call CU and the instructor. Absences will affect your grade as lectures, class exercises, guest speakers and other activities cannot be replicated.

**Grading Criteria:**

OM Term Papers and Presentations	30%
Weekly Written / Oral Presentations	15%
Class Participation	20%
Tests	25%
Group Case Studies	10%

**Grading Scale:**

Grade		Grade	
95+	A	71-74	C
91-94	A-	67-70	C-
87-90	B+	63-66	D+
83-86	B	50-62	D
79-82	B-	49-0	F
75-78	C+		

## **Class**

**Participation:** A key requirement in education is class participation.

This class requires active class participation which allows the theory from the text to marry the real-life experiences of each student and instructor. Fully twenty percent of the total grade will be based on your participation in class. Students are strongly encouraged to participate actively in all classes.

## **Important**

**Information:** 1. Homework is due at the beginning of each class.

2. Late homework will result in a lower grade.
3. Grammar as well as content and organization of content will be a part of the grading criteria of each written and oral assignment. Punctuation will also be a part of the grading process in all written assignments.
4. All written assignments must be word processed and double-spaced utilizing the APA/MLA requirements.
5. Questions about an assigned grade must be resolved within a week after the assignment is returned to the student. This is to avoid questions about grades arising at the end of the course or after the course is over.
6. All exams and homework are to be the work of the student except for study group oral presentation assignments where group effort is required.
7. Academic honesty is expected of all. Cheating and/or plagiarism may include: using unauthorized assistance on any in-class or take-home examination, paper, or project; presenting the work of someone else as your own without acknowledging the source; taking exams or course material from an instructor or student; or submitting the same academic work for credit more than once without consent. Violations may result in receiving a "zero" on the assignment.
8. Students need to use the internet to access information for the research project.
9. Always contact the instructor if you have difficulty with course material, assignments or should personal situations arise where you need assistance. However, always contact the instructor as early as possible for direction or assistance. Missed exams are not given at a later date as a matter of policy. Extraordinary circumstances will be considered on a case-by-case basis. In the event of a late exam, a 10% penalty may be assessed. Students should make every effort to attend each class and complete all assignments within the scheduled timeframe.

### **Special Needs/**

**Accommodation:** University policy requires that no otherwise qualified disabled person be excluded from participation in, be denied the benefits or, or be subject to discrimination under any educational program or activity in the University. Please inform the instructor of any needs you may have. Such needs will be relayed to CU staff for their review and assistance.

### **Article Presentations:**

You will be required to present articles in this class to help the theory from the text book "come alive." Articles will be judged on the quality and relevance to the subject. Students should seek articles of at least one page (magazine size) in length. Articles should come from any business publications such as "Business Week," "Fortune," and "Forbes." Internet articles are acceptable with sufficient citation as to the source.

Oral presentation should be approximately one to three minutes and should include an executive summary and editorial (i.e.-why you chose the article, do you agree/disagree with the issues discussed) by the presenter. No written work is required. Do not read the article to the class-simply provide an oral summary.

### **Research Paper:**

Students will complete one major paper on Organizational Behavior. Some possible topics will be discussed during the first two classes. This paper is due in Week 10 should be a minimum of fifteen pages (maximum of thirty pages) and utilize at least five references. Students will also orally present an executive summary of this paper to the class during Week 10. Papers must utilize APA/MLA format. Topics for papers must also be pre-approved by the instructor.

### **Reading/ Homework Assignments:**

January 10    **Course introduction and review of semester requirements; discussion of classical management theory and operations management.**

January 24    **Read Chapters 1-2, Operations Management. Select and present orally one article on OM (one to three minutes). Case studies to be completed in class. Film presentation.**

- January 31    Read Chapters 3-5, Operations Management. Select and present orally one article on OM (one to three minutes). Case studies to be completed in class. Film presentations.
- February 7    Read Chapters 6-7, Operations Management. Select and present orally one article on OM (one to three minutes). Case studies to be completed in class. Film presentations.
- February 14   Read Chapters 8-10, **Operations Management**. Select and present orally one article on OM (one to three minutes). Case studies to be completed in class. Film presentations.
- February 28   Mid-term Review and Mid-term Test
- March 6        Read Chapters 11-13, Operations Management. Select and **present** orally **one** Wide on OM (one to three minutes). Case studies to be completed in class.
- March 13       Read Chapters 14-15, Operations Management. Select and present orally one article on OM (one to three minutes). Case studies to be completed in class. Film presentations.
- March 20       Read Chapters 16-18, Operations Management. Select and present orally one article on OM (one to three minutes). Case studies to be completed in class.
- March 22       Presentation of OM papers. Final Examination.

Please ask for assistance or clarification if needed. I hope this will be an enjoyable and rewarding class for each of you!

**Bio:** Dr. Reid earned his Bachelor degree from the University of Washington, has graduate study at the School for International Training, his Master of Business Administration from Dallas Baptist University, and his Doctorate from Texas A&M University-Commerce. For five years, Dr. Reid headed a program for the Organization of American State providing assistance to vocational schools, hospitals, and farmers in Latin America and Africa. Dr. Reid also has over twelve years experience in managing real estate, loans, and other assets of the U.S. Government through his service with the FDIC, Fannie Mae (Federal National Mortgage Assoc.), Freddie Mac (Federal Home Loan Mortgage Corp.), and the FADA..

For over ten years Dr. Reid has been an instructor in business administration. Dr. Reid currently serves as Center Director for Wayland Baptist University in Hawaii. Additionally, Dr. Reid has organized numerous study/travel programs for students and faculty, including a recent trip to Israel and Jordan.

As a hobby, Dr. Reid guest lectures on cruise ships on such topics as the Maya, Aztec, and Incas civilizations. Additionally, Dr. Reid has acted in *Walker Texas Ranger*, *Dangerous Curves*, *Marina Oswald Story*, *Leap of Faith*, among other films and television programs.