San José State University

School: College of Business
Department: Organization and Management
Course Number: BUS 140
Title: Fundamentals of Operations Management
Section: 05
Semester: Summer
Year: 2015

Instructor: Dr. Shu Zhou
Office Location: BT 458
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Email: shu.zhou@sjsu.edu
Office Hours: W 10:30-11:00
Class Days/Time: MW 11:00-15:00
Classroom: BBC 225

Course Description
Operations Management is the systematic approach and control of the processes that transform inputs (e.g. human resources, facilities, materials, etc.) into finished goods and services. The operation function is one of the important cores of a business that helps an organization in efficiently achieving its mission such as increasing productivity. Thus this course will deal with the role of operations management in a total organization, and classic and up-to-date tools and concepts used to support managerial decisions.

Course Goals and Student Learning Objectives
1) To gain an understanding and appreciation of the principles and applications relevant to the planning, design, and operations of manufacturing/service firms.
2) To develop skills necessary to effectively analyze and synthesize the many inter-relationships inherent in complex socio-economic productive systems.
3) To reinforce analytical skills already learned, and build on these skills to further increase your "portfolio" of useful analytical tools for operations tasks.
4) To gain some ability to recognize situations in a production system environment that suggests the use of certain quantitative methods to assist in decision making on operations management and strategy.
5) To increase the knowledge, and broaden the perspective of the world in which you will contribute your talents and leadership in the business operations.

6) To understand the managerial responsibility for Operations, even when production is outsourced, or performed in regions far from corporate headquarters.

**Required Texts/Readings**

**Textbook**

Operations Management by William J. Stevenson, 11th Edition. If students choose to use older editions or the international version of the textbook, they should cross-check chapter numbers and assignments against the new edition.

**Course Slides**

Course slides will be made available on Canvas. Instructions on how to login into Canvas are at [http://guides.instructure.com/](http://guides.instructure.com/)

**Classroom Protocol**

Active student participation is encouraged and expected. Absence should be accompanied with appropriate documents, such as a note from your doctor. When you can't attend a class meeting, you are responsible for keeping up with class materials and for finding out about announcements made during the meeting.

**Dropping and Adding**

Students are responsible for understanding the policies and procedures about add/drops, academic renewal, etc. Information on add/drops are available at [http://info.sjsu.edu/web-dbgen/narr/soc-fall/rec-324.html](http://info.sjsu.edu/web-dbgen/narr/soc-fall/rec-324.html)

Information about late drop is available at [http://www.sjsu.edu/sac/advising/latedrops/policy/](http://www.sjsu.edu/sac/advising/latedrops/policy/). Students should be aware of the current deadlines and penalties for adding and dropping classes.

**Assignments and Grading Policy**

Group Project Presentation (10%), Exam 1 (30%), Exam 2 (30%), Exam 3 (30%).

A- 90-93.3%  A 93.4-96.6%  A+ 96.7-100%  B- 80-83.3%  B 83.4-86.6%  B+ 86.7-89.9%  C- 70-73.3%  C 73.4-76.6%  C+ 76.7-79.9%  D- 60-63.3%  D 63.4-66.6%  D+ 66.7-69.9%  F <60%

Please keep in mind that the grade you receive is highly correlated to the effort you put into the class. I don’t “give” grades, you earn them. If you expect a certain grade, put the required effort in from day one.
Exams (90%)
Each of the exams represents 30% of the total course grade. Exams cover reading assignments and class discussions. These exams are closed-book. Students will need calculators and may bring in one page of handwritten notes (8 ½ x11, two-sided).

Exams can be taken only on the assigned dates. No make-up exams will be given. In case of prolonged absence that forces you to miss more than one exams, you are required to contact the instructor and the department at your earliest possible time.

Group Project Presentation (10%)
Each group consists of 4 or more students. In the final project, your group is required to apply an operations management technique we discuss in the class to a real-life problem. For instance, previous students have worked on using forecasting methods to forecast the demand of Starbucks, calculating the breakeven point of a local grocery store, process and layout design of Ikea etc. Your group needs to collect some real-life data in your project. Not all data have to be real, but at least a significant portion of your data should be.

Your group should prepare a 10 – 15 minute presentation, and deliver it to class on August 3rd. No report required. I recommend you to organize your presentation as below:

• Introduction: briefly introduce the background and other necessary information.
• Problem Definition: Define your problem and defend why your proposed technique would apply.
• Calculation: Show your calculation and results in this section.
• Discussion and Analysis: Discuss your results. Focus on how your results help solving the problem and what the implications are.
• Conclusion: Wrap up your work with a conclusion that is supported by your results.
• Reference: citations and sources of information.

Extra Credit (2%)
Arranging a presentation by a guest speaker.

Student’s performance-related information, including quizzes, exam scores, and semester grade, will NOT be handled via e-mail. Any email inquiries about exam performance will not be acknowledged. Students, who have grade-related questions, are encouraged to come see me during my office hours in the current or the subsequent semester for such queries. Your semester grade will be available via “My SJSU” website.

Questions
All students are encouraged to bring questions, concerns, and comments to my attention as soon as they arise. Once final grades are submitted, changes to grades will only be made to correct errors in tallying scores.
University Policies

Academic integrity

Students should know the University’s Academic Integrity Policy that is available at http://www.sa.sjsu.edu/download/judicial_affairs/Academic_Integrity_Policy_S07-2.pdf

Your own commitment to learning, as evidenced by your enrollment at San Jose State University and the University’s integrity policy, require you to be honest in all your academic course work. Faculty members are required to report all infractions to the office of Student Conduct and Ethical Development. The website for Student Conduct and Ethical Development is available at http://www.sa.sjsu.edu/judicial_affairs/index.html

Instances of academic dishonesty will not be tolerated. Cheating on exams or plagiarism (presenting the work of another as your own, or the use of another person’s ideas without giving proper credit) will result in a failing grade and sanctions by the University. For this class, all assignments are to be completed by the individual student unless otherwise specified. If you would like to include in your assignment any material you have submitted, or plan to submit for another class, please note that SJSU’s Academic Policy F06-1 requires approval of instructors.

Campus Policy in Compliance with the American Disabilities Act

If you need course adaptations or accommodations because of a disability, or if you need to make special arrangements in case the building must be evacuated, please make an appointment with me as soon as possible, or see me during office hours. Presidential Directive 97-03 requires that students with disabilities requesting accommodations must register with the DRC (Disability Resource Center) to establish a record of their disability.

College of Business Policies:

To ensure that every student, current and future, who takes courses in the Boccardo Business Center has the opportunity to experience an environment that is safe, attractive, and otherwise conducive to learning, the College of Business at San José State has established the following policies:

Eating:
Eating and drinking (except water) are prohibited in the Boccardo Business Center. Students with food will be asked to leave the building. Students who disrupt the course by eating and do not leave the building will be referred to the Judicial Affairs Officer of the University.

Cell Phones:
Students will turn their cell phones off or put them on vibrate mode while in class. They will not answer their phones in class. Students whose phones disrupt the course and do not stop when requested by the instructor will be referred to the Judicial Affairs Officer of the University.

Computer Use:
In the classroom, faculty allow students to use computers only for class-related activities. These include activities such as taking notes on the lecture underway, following the lecture
on Web-based PowerPoint slides that the instructor has posted, and finding Web sites to which the instructor directs students at the time of the lecture. Students who use their computers for other activities or who abuse the equipment in any way, at a minimum, will be asked to leave the class and will lose participation points for the day, and, at a maximum, will be referred to the Judicial Affairs Officer of the University for disrupting the course. (Such referral can lead to suspension from the University.) Students are urged to report to their instructors computer use that they regard as inappropriate (i.e., used for activities that are not class related).

Academic Honesty:
Faculty will make every reasonable effort to foster honest academic conduct in their courses. They will secure examinations and their answers so that students cannot have prior access to them and proctor examinations to prevent students from copying or exchanging information. They will be on the alert for plagiarism. Faculty will provide additional information, ideally on the green sheet, about other unacceptable procedures in class work and examinations. Students who are caught cheating will be reported to the Judicial Affairs Officer of the University, as prescribed by Academic Senate Policy S04-12.
**BUS 140, Summer 2015, Course Schedule**

While I will make every effort to adhere to this schedule, all dates and assignments are subject to change. Advance notice of any changes will be announced in class with ample time for student feedback.

<table>
<thead>
<tr>
<th>Date</th>
<th>Topics</th>
<th>Textbook Chapter</th>
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<tbody>
<tr>
<td>Jul 6</td>
<td>Course Overview</td>
<td>1</td>
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<tr>
<td></td>
<td>Introduction to Operations Management</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Competitiveness, Strategy, and Productivity</td>
<td>2</td>
</tr>
<tr>
<td>Jul 8</td>
<td>Forecasting</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Product and Service Design</td>
<td>4</td>
</tr>
<tr>
<td>Jul 13</td>
<td><strong>Exam 1</strong></td>
<td></td>
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<tr>
<td></td>
<td>Strategic Capacity Planning</td>
<td>5</td>
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<td>Jul 15</td>
<td>Strategic Capacity Planning</td>
<td>5</td>
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<td></td>
<td>Process Selection and Facility Layout</td>
<td>6</td>
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<td>Jul 20</td>
<td>Inventory Management</td>
<td>13</td>
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<td>Jul 22</td>
<td>Management of Quality + Quality Control</td>
<td>9, 10</td>
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<td>Jul 27</td>
<td><strong>Exam 2</strong></td>
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<td>Make Your Group</td>
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<td>Group Project Discussion</td>
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<td>Jul 29</td>
<td>Supply Chain Management</td>
<td>15</td>
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<tr>
<td></td>
<td>Lean Operations</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Waiting Lines</td>
<td>18</td>
</tr>
<tr>
<td>Aug 3</td>
<td>Group Presentations</td>
<td></td>
</tr>
<tr>
<td>Aug 5</td>
<td><strong>Exam 3</strong></td>
<td></td>
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</tbody>
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