**OIM 352 – Introduction to Operations Management**

**Prerequisites:** OIM 351, Stat 252  
**Semester:** Fall 2013  
**Class Time:** Mondays 6:30—9:10  
**Instructor:** Maria Virbitsky  
**Office:** 311 Brennan Hall  
**Office Hours:** 5:00 – 6:00 Monday or by appt.  
**Email:** Maria.Virbitsky@scranton.edu

**Catalog Description:** An introductory course designed to give the student a functional view of how to manage the activities involved in the process of converting or transforming resources into products or services. Topics covered include an overview of strategic decisions, forecasting, product design, process planning, facility layout, basic inventory models, capacity planning, aggregate planning and scheduling.


**Course Objectives & Methodology:** The objectives of this course are: to acquaint students with the critical role of operations managers in the firm; their contribution, problems, and methods of work. The course will consist of lectures supplemented by homework assignments. Students will be required to use Excel spreadsheets to set up and solve certain problems.

1. Each student will appreciate the critical role of operations managers in the firm; their contribution, problems and methods of work.
2. Each student will understand the responsibilities and activities of operations managers and their interactions with other principal functions of business.
3. Each student will be able to recognize, formulate, and analyze decisions of operations managers.
4. Each student will understand how quantitative and computing methods will aid in solving operations related problems.
5. Each student will be able to use the appropriate computer software (e.g., spreadsheets) to analyze and solve problems related to operations functions.
6. Each student will understand sustainability and how it applies to operations management.

**Attendance and Grading:** Students are expected to attend all scheduled class meetings. Every student is responsible for all materials presented and announcements made during any class. A maximum of 2 cuts are allowed, each cut after 2 will result in a half letter grade deduction from the final grade. There will be no make-up exams. Please do not schedule any vacations during the exam and presentation dates as stipulated below. Make-ups will be given only at the discretion of the instructor in cases of serious medical emergencies as evidenced by a written doctor’s report. The final grade will be determined as follows:

<table>
<thead>
<tr>
<th>Component</th>
<th>Points</th>
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</thead>
<tbody>
<tr>
<td>Individual Assignments</td>
<td>250 pts (25 pts each)</td>
</tr>
<tr>
<td>Group Presentation/Report</td>
<td>300 points (Dec. 2 &amp; 9)</td>
</tr>
<tr>
<td>Midterm</td>
<td>200 points (Sept. 30)</td>
</tr>
<tr>
<td>Final</td>
<td>250 points (Scheduled during finals week)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,000 points</strong></td>
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</tbody>
</table>

**Individual Assignments:** After class each week there will be an assignment on the material covered in class posted on Angel. The assignment will be due by noon on Sunday preceding the next scheduled class.
**Group Presentation and Report:** Groups will be assigned by the professor after the first scheduled class. Each group will be responsible for selecting a company or organization and report on their sustainability efforts within their operations, relating the topics discussed throughout the course. The presentations will be given as a group during the last two class sessions of the semester. The presentations are to be supplemented by a report to be handed in when the presentation is given. Guidelines for both the presentation and report will be discussed in detail in class.

The following grading scale will be used in determining your final grade:

<table>
<thead>
<tr>
<th>Score Range</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>900 – 1,000</td>
<td>A</td>
</tr>
<tr>
<td>899 – 870</td>
<td>A-</td>
</tr>
<tr>
<td>869 – 840</td>
<td>B+</td>
</tr>
<tr>
<td>839 – 810</td>
<td>B</td>
</tr>
<tr>
<td>809 – 780</td>
<td>B-</td>
</tr>
<tr>
<td>Below 550</td>
<td>F</td>
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</table>

<table>
<thead>
<tr>
<th>Score Range</th>
<th>Grade</th>
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</thead>
<tbody>
<tr>
<td>779 – 750</td>
<td>C+</td>
</tr>
<tr>
<td>749 – 700</td>
<td>C</td>
</tr>
<tr>
<td>699 – 650</td>
<td>C-</td>
</tr>
<tr>
<td>649 – 600</td>
<td>D+</td>
</tr>
<tr>
<td>599 – 550</td>
<td>D</td>
</tr>
</tbody>
</table>

The tentative schedule for the semester is as follows:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
<th>Chapter</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/26</td>
<td>Overview of Course</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Introduction to Operations Management</td>
<td></td>
</tr>
<tr>
<td>9/2</td>
<td>No Class – Labor Day</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Competitiveness, Strategy, and Productivity</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Forecasting</td>
<td>3</td>
</tr>
<tr>
<td>9/16</td>
<td>Product and Service Design</td>
<td>4</td>
</tr>
<tr>
<td>9/23</td>
<td>Capacity Planning</td>
<td>5</td>
</tr>
<tr>
<td>9/30</td>
<td>Midterm (Chapters 1-5)</td>
<td></td>
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<tr>
<td>10/7</td>
<td>Location Planning &amp; Analysis</td>
<td>8</td>
</tr>
<tr>
<td>10/14</td>
<td>No Class – Fall Break</td>
<td></td>
</tr>
<tr>
<td>10/21</td>
<td>Management of Quality</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Quality Control</td>
<td>10</td>
</tr>
<tr>
<td>10/28</td>
<td>Aggregate Planning</td>
<td>11</td>
</tr>
<tr>
<td>11/4</td>
<td>Inventory Management</td>
<td>13</td>
</tr>
<tr>
<td>11/11</td>
<td>MRP and ERP</td>
<td>12</td>
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<tr>
<td>11/18</td>
<td>Lean Operations</td>
<td>14</td>
</tr>
<tr>
<td>11/25</td>
<td>Scheduling</td>
<td>16</td>
</tr>
<tr>
<td>12/2</td>
<td>Group Presentations</td>
<td></td>
</tr>
<tr>
<td>12/9</td>
<td>Group Presentations</td>
<td></td>
</tr>
<tr>
<td>TBA</td>
<td>Final Exam</td>
<td></td>
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</tbody>
</table>

**Sustainability Statement:** The University of Scranton strives to increase awareness on the importance of sustainability through the LEED certified and sustainably designed facilities, student programming and events, and infusing sustainability components into classes.
In addition to incorporating topics of sustainability into the course work I will strive to keep the course as paperless as possible, and I encourage all students to do the same. There will be no handouts in class—everything will be sent electronically. I also encourage everyone to bring their laptops or tablets to class for note-taking.

**Academic Code of Honesty:** All students are expected to adhere to the Academic Code of Honesty (see: [http://catalog.scranton.edu/content.php?catoid=20&navoid=1583&hl=%22ACADEMIC+CODE+OF+HONESTY%22&returnto=search#Academic_Code_of_Honesty](http://catalog.scranton.edu/content.php?catoid=20&navoid=1583&hl=%22ACADEMIC+CODE+OF+HONESTY%22&returnto=search#Academic_Code_of_Honesty))

**Students with Disabilities:** It is the student’s responsibility to apply for accommodations under the Americans with Disabilities Act (ADA). In order to receive appropriate accommodations, students with disabilities must register with the Center for Teaching and Learning Excellence and provide relevant documentation. Information can be found at [http://academic.scranton.edu/department/ctle](http://academic.scranton.edu/department/ctle) and students may contact Mary Ellen Pichiarello (570-941-4039) or Jim Muniz (570-941-4218), 5th floor, St. Thomas Hall, to discuss the application process.

**Writing Center Services:** The Writing Center focuses on helping students become better writers. Consultants will work one-on-one with students to discuss students’ work and provide feedback at any stage of the writing process. Scheduling appointments early in the writing progress is encouraged.

To meet with a writing consultant, stop by during the Writing Center’s regular hours of operation, call (570) 941-6147 to schedule an appointment, or complete the Writing Assistance Request Form online. You can also schedule an online appointment using Google Docs and Google Talk.

**Notice of Nondiscriminatory Policy:** The University of Scranton admits students without regard to their race, color, religion, national origin, ancestry, sex, sexual orientation, or age to all the rights, privileges, programs, and activities generally accorded or made available to students at the school. The University does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, sexual orientation, or age in administration of its educational policies, admission policies, scholarship and loan programs, and athletic and other school-administered programs. Otherwise qualified persons are not subject to discrimination on the basis of handicap or disability. If you believe you have been discriminated against because of race, color, religion, national origin, ancestry, sex, sexual orientation, age, or handicap or disability, please contact the Director of Equity and Diversity at (570) 941-6645.