**POM 3430: Production & Operations Management**

Summer 2025 Syllabus, CRN 30090

Instructor: Dr. Gene Fliedner Office: 416 Elliott Hall

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Class: Mon and Wed 6:30 – 9:20 p.m.

**Course Description:** This class examines the operations function of manufacturing and service organizations. We will examine the planning, staffing, directing and controlling of **transformation** processes. This is an introductory class in which topical areas including forecasting, capacity planning, process planning, production scheduling, material requirements planning, quality management and shop scheduling will be examined.

**Course Prerequisites:** QMM 240 and junior standing. If you have any questions about your eligibility to be enrolled in this course, please contact the School of Business Administration Undergraduate Programs Office.

**Course Objectives:**

1. Enhance your understanding of classic and contemporary operations management in both manufacturing and service organizations.
2. Increase your awareness of the strategic and operational problems encountered by operations managers.
3. Investigate the relationship of the operations management function with the other functional areas including marketing, accounting, finance, engineering, personnel management, logistics, etc.
4. Enhance your ability to recognize, formulate, and analyze decisions of operations managers.

**Required Text:** *Operations Management: An Integrated Approach*, Reid and Sanders, Wiley, 8th Edition, 2023.

**Grading:** Grades will be determined based upon your performance on three scheduled course exams and 6 assessments. The three scheduled exams are equally weighted (100 points each) and contribute 300 points towards your final grade. Each exam represents 25% of your final course grade. These course exams are NOT cumulative (comprehensive). A total of 6 assessments will be administered during the semester. The assessments contribute 100 points towards your final grade. Therefore, the assessments represent 25% of your final course grade. Your low assessment grade will be dropped, leaving the 5 highest assessment scores to be used for final grading. This provides a total of 400 points for the class to determine your final course grade.

Your exam and assessment scores will be posted on Moodle Gradebook immediately after submission. This facility provides you with continuous performance feedback.

Course grades are determined relative to the maximum total of 400 points. Using this allocation of course points, final letter grades will be determined by converting your overall class average to the letter grade and honor points found below.

Grading System

Class Average Letter Grade

94.00 – 100 A

90.00 – 93.99 A-

87.00 – 89.99 B+

83.00 – 86.99 B

80.00 – 82.99 B-

76.00 – 79.99 C+

65.00 – 75.99 C

60.00 – 64.99 C-

55.00 – 59.99 D+

50.00 – 54.99 D

Below 50.00 F

**Exams:** Exams will be administered only online during the scheduled class time. Since exams will be administered online, you can take the exam at a location of your convenience, but be sure you have a fast, secure internet connection. Exams are open note/open book, but you are **strongly encouraged** to create a single page of notes which includes potential formulas in order to save time during the **timed exam**. The creation of a page of notes will also assist your exam preparation. The exam schedule shown below in the Class Schedule section will be followed. **You will be allowed 75 minutes for each exam. Each exam will begin precisely at the beginning of the scheduled class time, and will close precisely 75 minutes later.** Each exam will cover material only from the onset of the course or since the most recent exam (whichever is relevant). Each exam will be a 25-question multiple-choice exam which will include a section covering concepts and issues discussed in the text and in class and a section of problems for which solutions will need to be calculated. The breakdown between the two sections will be determined by the instructor prior to administering the exam.

For each scheduled exam you will need a working calculator and **a secure, fast internet connection.** In addition, for exams 2 and 3 you will need a “z-table,” which is included in the course text or may be easily found online.

**Make-up Exams:** Exams may not be missed for the convenience of the student. If in the event an exam is missed, the student needs to seek permission from the instructor to take a make-up examination. **Demonstration of an acceptable reason will be required to take a make-up exam. Without providing evidence of an acceptable reason to miss an exam, a score of zero for the missed exam will be recorded.** Make-up examinations will be given at a mutually agreed upon time.

**Moodle PowerPoint Slides:** Each class has a corresponding set of PowerPoint slides that are posted on Moodle. You may view and download these posted slides. Class lectures utilize the PowerPoint slides as an outline.

**Homework Exercises:** Homework exercises are noted on the syllabus. These exercises should be solved **prior** to class and may be discussed during class. These exercises are not collected, but rather these exercises are intended to illustrate the types of numerical problems that you will encounter on both the course assessments and the course exams.

**Course Assessments:** Six assessments will be administered during the semester according to the Class Schedule shown below. The intention of these assessments is to allow you to better assess your mastery of the assigned topical material. **These assessments will focus on the material discussed in the current class or since the prior assessment (the most recent classes).** Assessments will be available **only online**. In addition, assessments will be available during an approximate **45-hour window** after the noted opening on the class schedule; **however, once you open it, you will have only 30 minutes within which to complete and submit it. After 30 minutes, if you have not voluntarily submitted it, the assessment will automatically close and be submitted.** Assessments will not be reopened nor rescheduled.

Each assessment will be a 10-question multiple-choice exercise and will include questions covering concepts and possibly problem(s) for which solutions will need to be calculated. The breakdown between the two question types will reflect the extent of coverage. Assessments are open note/open book, but you are **strongly encouraged** to create a single page of notes which includes potential formulas that might be needed in order to save time during the **timed, 30-minute assessment**. The creation of a page of notes will also assist your understanding of topical content. In total, these assessments will constitute 25 percent of your total course grade. As noted above, your low assessment score will be excluded (dropped) from your course average. **These assessments are administered according to the class schedule shown below. Please note: each assessment is open for 30 minutes; the timing commences once you open it during the available schedule. The assessment will close 30 minutes after its opening or upon your voluntary submission.** There will be no make-up assessments nor rescheduled accepted for grading.

For each scheduled assessment you will need a working calculator and **a secure, fast internet connection.** In addition, you will need a “z-table” for the inventory management (assessment 3) and the Total Quality Management/Statistical Process Control assessment (assessment 6). A z-table may be found in the course text as well as online.

**Academic Honesty:** The Oakland University policy on academic dishonesty will be strictly followed with no exceptions.

**Student Well-being:** Oakland University is committed to advancing the mental health and well-being of its students. If you or someone you know is feeling overwhelmed, depressed, and/or in need of support, services are available. For help, contact The OU Counseling Center at Graham Health at (248) 370-3465.  Student resources can also be found at [www.oakland.edu/deanofstudents](http://www.oakland.edu/deanofstudents) by clicking on Student Health & Safety Resources.

# Protecting students, faculty and campus: Students must comply with the University mandated health protocols.

**Class Schedule:** The class schedule, below, indicates class dates, exam dates, material to be covered, and homework assignments. The reading material and assignments should be prepared prior to class. Minor adjustments may be made to this schedule as necessary. Examinations will cover all material indicated on the assignments below (regardless of whether or not it was discussed in class) in addition to any material covered in class lectures.

**Class Schedule**

Date Topic Homework and Classwork

June 30 Course Introduction

July 2 The Operations Function Read Chapter 1

July 7 Operations Strategy Read Chapters 2 (pp.26-38) and Ch. 3

**Assess 1 (available online beginning 9:20 p.m.)**

July 9 Forecasting Read Ch. 8 (pp. 253-268, 278-280. 281-287);

**Assess 2** **(available online beginning 9:20 p.m.)** Solve problems 8-2, 8-5 and 8-20

July 14 Production Scheduling: Aggregate Production Planning Read Ch. 13 (pp. 467-476) and MPS Supplement

(APP) and Master Production Scheduling (MPS) D (posted on Moodle); Solve problems 4, 5, 8, 9 and 10 (from MPS Supplement D)

July 16 **Exam 1 (online) 6:30 – 7:45 p.m.**

July 21 Inventory Management Read Chapter 12 (pp. 417-436, 445-453); Solve

**Assess 3** **(available online beginning 9:20 p.m.)** Problems 12-11 (skip comparisons to problems 9

and 10), 12-12, 12-22, and 12-27

July 23 Resource Planning Read Chapter 14 (pp. 502-527); Solve problems

**Assess 4 (available online beginning 9:20 p.m.)** 14-1, 14-2, 14-3, 14-4, 14-11, 14-12, and 14-19

July 28 Job Shop Scheduling Read Chapter 15 (pp. 540-553 and 555-558);

Solve problems 15-1, 15-5, 15-6, 15-8, and 15-9

July 30 **Exam 2 (online) 6:30 – 7:45 p.m.**

Aug 4 Lean Systems: Leadership, Culture, Team and Tools Read Chapter 7 (pp. 221-246); Solve problems

**Assess 5 (available online beginning 9:20 p.m.)** 7-1, 7-4, and 7-7

Aug 6 Total Quality Management (TQM) Read Chapters 5 and 6 (pp. 174-186, 192-197,

**Assess 6 (available online beginning 9:20 p.m.)** 203-207); Solve problems 5-2, 5-7, 6-4, 6-6, 6-8, and 6-21

Aug 11 Supply Chain Management Read Chapter 4

Aug 13 Review Day

Aug 18 **Exam 3 (online) 6:30 – 7:45 p.m.**