

King Fahd University of Petroleum and Minerals
KFUPM Business School
Department of Information Systems and Operations
Management
Course Syllabus for OPERATION MANAGEMENT
(OM210)

First Semester 2022-2023 (221)

Instructor: **Mr. Abdullah AlHathloul**

Office No.: **24 / 130-1**

Mobile Phone: 0582955577 (WhatsApp)

Office Phone: TBD

Email: abdullah.hathloul@kfupm.edu.sa

Section	Location	Time
05	Building #24 , Room # 125	04:00 p.m. - 05:15 p.m.

Office Hours: **UT 05:15 – 06:00 p.m. or by appointment**

Text:

Operations Management Sustainability and Supply Chain Management 12th E by Jay Heizer & Barry Render

Course Content:

This course is concerned with "production" or "operations" function of an enterprise and some of the tools which managers have used to deal with problems in this functional area. We will address in this course both the strategic importance and the analytic tools of operations management and techniques for solving problems in the context of achieving a firm's overall goals and objectives.

The course represents a blend of concepts from industrial engineering, cost accounting, general management, quantitative methods, and statistics. Production and operations activities, such as forecasting, choosing a location for an office or plant, allocating resources, designing products and services, scheduling activities, and assuring quality are core activities of most business organizations. In this course the principle concepts of production and operations management will be presented.

Course Objective:

The objective of the course is twofold: 1) to acquire a base level, introductory knowledge of the activities involved in producing an organization's products or services, commonly known as the Production and Operations Management functions, and 2) to understand managerial decision making and the quantitative analysis applied to support decision making.

General Topics for OM 210 are:

- Managing Operations in a Global Environment
- Planning the Strategic Use of Resources
- Managing Operations in the Supply Chain
- Maintaining Effective and Efficient operations

The goal of the operations function to achieve a competitive advantage in the product or service creation and distribution process, consequently, topics covered will help you understand how the production processes work and how they can be managed. You, the manager, are ultimately responsible for the decisions you make, so you must also accept responsibility for managing the analysis that precedes your decision. To that extent, this course will provide you tools to support the decision-making and problem solving process concerning the operations functions of a business activity.

Class Preparation:

Preparation for each class involves reading the assigned chapter and attending classroom lectures. After reading the assignment, the student should be able to do each of the following:

1. Identify the key features of the assigned material,
2. Define and use terminology,
3. Recognize applications of the concepts and techniques covered,
4. Discuss the subject matter in some depth, including its relevance, managerial considerations, and advantages and limitations.

Week	Topic(s)	Readings / Due	Tests
1	Course introduction	-----	
	Operations and Productivity	Chap. 1	
2	Operations and Productivity	Chap. 1	
	Projects Management	Chap. 3	
3	Projects Management	Chap. 3	Quiz 1 (Ch1,3)
	Forecasting	Chap. 4	
4	Forecasting	Chap. 4	
	Forecasting	Chap. 4	
5	Forecasting	Chap. 4	
	Statistical Process Control	Supplement 6	Quiz 2 (Ch4)
6	Statistical Process Control	Supplement 6	
	Capacity and Constraint Management	Supplement 7	

Major Exam I (date, time and location will be announced)

(Material: Ch.1, Ch3, Ch4, Supplement 6)

7	Capacity and Constraint Management	Supplement 7	
	Location Strategies	Chap. 8	
8	Layout Strategies	Chap. 9	
	Layout Strategies	Chap. 9	
9	Supply Chain Analytics	Supplement 11	
	Supply Chain Analytics	Supplement 11	Quiz 3 (Ch8,9)
10	Inventory Management	Chap. 12	
	Inventory Management	Chap. 12	Quiz 4 (Supplement 11)

Major Exam II (date, time and location will be announced)

(Material: Supplement 7, Ch.8, Ch9, Supplement 11)

11	Inventory Management	Chap. 12	
	Inventory Management	Chap. 12	
	Material Requirement Planning (MRP) and ERP	Chap. 14	
12	Material Requirement Planning (MRP) and ERP	Chap. 14	
	Short-Term Scheduling	Chap. 15	Quiz 5 (Ch14)
13	Short-Term Scheduling	Chap. 15	
	Maintenance and Reliability	Chap. 17	
14	Maintenance and Reliability	Chap. 17	Quiz 6 (Ch15)
15	Final Week Review		

Final Exam (date, time and location will be announced)

Material (Ch.12, Ch.14, Ch.15, Ch.17)

Grade Policy

Grades should represent both the understanding of required concepts, and the ability to demonstrate competence in required skills. Grades represent both absolute and relative measures of student achievement in OM 210. Generally, any student who attends all classes completes all assignments and projects, and passes all Major Exams can expect to earn a passing grade of C for the course. In order to earn an A or B, a student must demonstrate a high level of proficiency on the Major Exams.

There are four components of the grade for this class. The distribution of the points for these components is as follows:

Evaluation

Attendance & Participation	10%
Quizzes	15%
Exam 1	25%
Exam 2	25%
Final Exam	25%
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TOTAL	100%

Grading Scale:

Grade	Exceptional	Excellent	Superior	Very Good	Above Avg.	Good	High Pass	Pass	Fail
Letter Grade	A+	A	B+	B	C+	C	D+	D	F
Range	≥ 95	≥ 90	≥ 85	≥ 80	≥ 75	≥ 70	≥ 65	≥ 60	< 60

For the major exams, make-ups will be arranged for students missing the exam ONLY for an excused reason. Please send your instructor an e-mail before exam so that the make-up can be arranged.

The questions in the exam will be related to the topics covered in the class lectures. The student should expect multiple-choice problems, true and false statements, and questions that require calculation.

Attendance:

The student is considered to be a responsible adult in a professional business setting. Formal attendance will be taken daily at the start of the lecture. A student who comes after taking the attendance will be considered late. Each late will reduce the grade by 0.5 point. Each unexcused absence will account for 1 point. Experience has indicated that those students who routinely attend and participate in class activities perform better on the exams in this course. If you must be absent, I appreciate if you can notify me by email.

How to study for the course:

- Spend some time on the course every day, whether you have class or not.
- Take good notes in class and review them frequently, comparing them to corresponding material in the text.
- As examples are worked in class, work them also on your own simultaneously.
- Read the chapter in the text prior to it's being covered in class.
- Study and review the examples in the text.
- Do all your homework and problem assignments.
- Get to know how to use the Excel and your POM software.
- Do not miss classes, come late or sleep during the lectures.
- Pay attention and be alert to the topic being discussed.

I reserve the right to add or delete from this schedule and syllabus. Changes may be necessary to accommodate time constraints.