

**BA in Management Program**  
**Summer 2018**  
**OPIM 301 – Operations Management**

**Instructor:** Mohsen Bahrami  
**Office:** TBA  
**Phone:** TBA  
**E-mail:** mohsen@sabanciuniv.edu  
**Web:** SUCourse  
**Office Hours:** By appointment only

Type	Time	Days	Where
Class	12:40 - 15:30	M	FASS G052
Class	12:40 - 15:30	R	FASS G052
Recitation	17:40 - 19:30	R	SOM G060

**Course Objective:**

Operations management involves planning and integration of various processes of an organization in producing the goods and/or providing the services the organization sells in the market place. Understanding the role of an organization's operations function and how it impacts the organization's competitiveness is crucial for competing in today's highly globalized markets. Many organizations have suffered a decline in their market share as a result of not competing on the basis of product/process design, cost and quality.

This course in operations management intends to equip students with the information and skills necessary to understand, analyze and improve operations of an organization.

**Learning Outcomes:**

Upon successful completion of the course, the student should be able to:

1. Define operations management and how it fits into the overall organization,
2. Demonstrate understanding on product-process matrix and its strategic implications,
3. Understand various production and service processes; analyze and improve process performance,
4. Use quantitative and qualitative analysis techniques to analyze and improve operations,
5. Describe the bullwhip effect, its reasons and how to mitigate it in supply chains,
6. Demonstrate understanding on basic inventory management concepts,
7. Analyze a business scenario and make operations-related analysis and decisions
8. Demonstrate basic critical thinking skills regarding the course concepts,

**Course Material:**

The course will follow the textbook: Chase and Jacobs, *Operations and Supply Chain Management*, 15th Edition (International Edition), McGraw-Hill, © 2018.

You are strongly recommended to purchase the textbook, as the exams are partially open-book, and no book sharing is allowed during an exam. Additional readings may be assigned as needed over the course of the semester. The readings are chosen with the aim of stimulating class participation. Read all assigned material for a given week before coming to class.

### **Instructional Design:**

This course is intended to be highly interactive, engaging students in active learning through individual and group hands-on exercises, in-class discussions, presentations, and educational games. Each class session includes one of the mentioned activities. To facilitate this process, students are expected to come to class prepared by reading the assigned material, and to actively and meaningfully participate in class discussions.

### **Grading:**

In-class individual and group activities including:

- Participation, Discussion, Q&A
- In-class Exercises : 40%
- Quizzes
- Presentations
- Simulation & Learning Games

---

Homework & Case write-ups	: 10%
---------------------------	-------

---

Midterm Exam	: 25%
--------------	-------

---

Final Exam	: 25%
------------	-------

### **Requirements:**

General requirements regarding the grading items listed above are as follows:

- a) Each class hour has its specific grade points. These grade points are earned by individual or group in-class activities such as participation, in-class exercises, quizzes, presentations, and simulation games.
  - i. Participation score is awarded for in-class participation only (not attendance). Participation means joining in class discussions and intellectually contributing to the learning in the classroom by voicing one's ideas, comments, feedback, etc. regarding the subject matter.
  - ii. In-class exercises are meant to be completed during the lecture hour. Students will submit the result of their work at the end of the lecture. Students not physically present will not receive marks from such exercises.
  - iii. Students will present 2 to 4 case studies individually or as groups.
  - iv. The group learning games are educational and entertaining. Students will be asked to form groups to participate in these games. The goal is to better understand the concepts and apply some of the knowledge and skills gained in the course. At the end of each instance, they will be asked to turn in a

group report that includes an analysis of the game and the decisions made (or should have made).

- b) Homeworks and reports are to be individually submitted via SUCourse no later than the posted due date and time. Students may be allowed late submissions up to 12 hours past the due date, but each day of late submission (even if it is only 10 minutes late) will cost 25% of the grade. After 12 hours, SUCourse will be closed for submission and late homeworks will not be accepted. There will be no deadline extensions for any homework or report.
- c) Exams will include multiple-choice, short essay and problem solving type of questions. Exams will be open book and open notes (closed laptops), with the exception of multiple choice and short-essay sections. There will be no make-up exam for the Midterm Examination. A student who brings an official doctor's report for missing the Midterm Examination will be allowed to have the Final Examination score count for both exams. A make-up exam will be offered for those students who miss the Final Examination, on the condition that an official doctor's report is provided. No other excuses will be accepted.
- d) If you miss a particular assignment (including class attendance) due to emergencies such as sickness, accident, etc., you must bring in an official doctor's report describing the situation before you can request a make-up for the missed grade.

### **Course Web:**

In this course, students will actively use the SUCourse online system. Lecture notes, slides and additional material will be available on SUCourse. Students will be expected to visit the course web site at least two or three times a week. SUCourse will also be used for in-class exercises, short assignments and uploading/downloading all course-related files. Students will submit all assignments via SUCourse.

### **Classroom policies and conduct**

Sabancı BA in Management Program values participatory learning. Establishing the necessary social order for a participatory learning environment requires that we all:

- Come prepared to make helpful comments and ask questions that facilitate your own understanding and that of your classmates. This requires that you complete the assigned readings for each session before class starts.
- Listen to the person who has the floor. During class, no unnecessary conversations.
- Come to class on time.
- Except emergency and health related excuses, do not leave and reenter the class during each fifty minute long lecture.
- All cell phones or other electronic devices should be turned off unless they are used as part of the lecture. Starting in Week 2, you will be asked to bring laptop computer for in-class exercises. Laptops will be used frequently in this course for purposes of hands-on learning and enhanced understanding of the course material. However, laptops will be used only for educational purposes and as instructed by the Professor; any other use during the lecture will be strongly discouraged.

**Academic Honesty:**

Learning is enhanced with cooperation and as such you are encouraged to work in groups, ask for and give help freely in all appropriate settings. At the same time, as a matter of personal integrity, you should only represent your own work as yours. Any work that is submitted for evaluation in this class should be an original piece of writing, presenting your ideas in your own words. Everything you borrow from books, articles, or web sites should be properly cited. Although you are encouraged to discuss your ideas with others (including your friends in the class), it is important that you do not share your writing (slides, MS Excel files, reports, etc.) with anyone. Using ideas, text and other intellectual property developed by someone else while claiming it is your original work is *plagiarism*. Copying from others or providing answers or information, written or oral, to others is *cheating*. Unauthorized help from another person or having someone else write one's paper or assignment is *collusion*. Cheating, plagiarism and collusion are serious offenses that could result in an F grade and disciplinary action. Please pay utmost attention to avoid such accusations.