

Operations Management
SECTIONS 06 and 08
Syllabus

Office BUS 206A

Office Hours T 02:00 PM – 03:15 PM
Th 09:15 AM – 11:00 AM
or by appointment

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Required Materials

- *Operations Management, 9th Edition* (2006) by William J. Stevenson
- A calculator

Course Objectives

This course will introduce you and help you to understand:

- How production and service systems are designed and managed using analytical methods
- Typical problems and issues faced during the production of goods and services
- An overview of quantitative and computer-based tools used to make key business decisions

Course Format

- *Homework:* Assigned homework problems from the textbook are attached to the syllabus. I will not collect these, but working on the problem sets will help you understand the material better.
- *Projects:* 3 computer-based projects will be assigned and collected. A quiz will be administered each time a project is due. The grade of this quiz will be part of your project score.
- *Quizzes:* There will be 3 quizzes throughout the semester. The quizzes will be administered in class.
- *Participation:* Class attendance is not mandatory. However, if you attend the class, you are expected to be respectful and should be prepared to participate actively – e.g. answer questions, perform calculations, join group activities.
- *iLearn:* I will use several features of the “iLearn” website <http://ilearn.sfsu.edu>
Class notes, announcements will be posted there. Familiarize yourself with the application and make sure you provide a valid e-mail address on “iLearn” – I may use it to send e-mail notices to the entire class.
- *E-mail correspondence:* If you want to get response to your e-mails, always include your name, your section number. Observe grammatical rules while composing your e-mails.

Exams & Grading

There will be two midterm exams and a cumulative final exam. All exams will be administered closed book, closed notes (except for a single 8” by 11” page of your study notes). Bring a calculator, a ruler and a pencil to each exam.

Department policy is to make the average grade in the class a C, so a *curve* will be used to determine final course grades. If you take the course on a Credit/No Credit basis, a grade of C– or better is required to get credit. Final course grades will be based on:

2 Midterm Exams	25% each
Final Exam	35%
3 Quizzes	2.5% each
3 Projects	2.5% each

No make-ups will be administered for exams. No extra credit assignments will be given. The final letter grades assigned are not open to discussion.

If you don’t show up for two or more of the first three classes, you will be automatically dropped.

**College of Business Course Regulations
SPRING 2009**

Important Dates

Last Day to Add/Drop:	February 20, 2009
Last Day for CR/NC:	March 20, 2009
Last Day to Withdraw w/o documents:	April 24, 2009

1. Core business courses can be taken only two (2) times. Each time you receive a letter grade, or a W, WU, I, CR, NC, AU, or RD, it counts towards your total of three attempts. This means you must be sure to drop classes yourself. Do not count on the instructor to drop you even if he or she tells you that you cannot take the class. Any student with two or more attempts before Fall 2004 will be given just one more attempt.

The Core business courses covered in this regulation are:

ECON101 / ACCT100 / ACCT101 / DS 212 / IBUS330 / FIN350 /
BUS360 / ISYS363 / MGMT405 / MGMT 407 / DS412 / MKTG431/
BUS682 / BUS690

2. You may withdraw from a business course only once. The next time you register for the class, you must complete it.
3. If a core business course is used as a prerequisite for another core course, you must earn a grade of at least C- or better in order to take the next core course. This means you must earn a C- or better in all core courses except MGMT407 and BUS682. If you are not an international business major, then IBUS330 is also excluded from the C-rule.

If you received a grade of D+, D, or D- in any core course before Spring 2005, you will be given an exception to this rule.

4. All communication regarding student policies, schedule changes, and so on will be emailed to your SFSU account. It is your responsibility to check it regularly and/or forward email from this account to your preferred email address.

These changes have been made by the faculty in order to ensure classes are available for qualified students, which will help hard-working students graduate more quickly.

Have a great semester!

Tentative Schedule¹			
# of Classes	Topic(s)	Chapter	HW
1	Introduction to Operations Management	1	-
4	Forecasting (Q)	3	2, 4, 5, 10, 17, 18, 22, 26
2	Decision Theory	S5	1, 2a, 2b, 4, 6, 7a, 7b, 9a, 9b,11
1	EXAM I (February 19, 2009)	3, S5	<i>Closed Book and Closed Notes</i>
4	Linear Programming (Q)	S6	1, 2, 5, 6a, 7, 12, 13, 16-skip parts g and h
4	Quality Theory	10	2, 4, 5, 6, 8, 9, 20
1	EXAM II (April 7, 2009)	S6, 10	<i>Closed Book and Closed Notes</i>
5	Inventory Management (Q)	12	2, 4, 8, 11, 20, 22, 27a, 28a and b, 36, 39
2	MRP and ERP	14	3, 9b, 12a and c
3	Project Management	17	1b, 4b, 8, 10
	Final Exam <i>TBA</i>	All Chapters	<i>Closed Book and Closed Notes</i>

¹ The schedule is subject to change.