

Course: **Operations Management (BUS 346)**
Term: Spring 2021
Days and Times: Monday and Wednesday 5:00-6:20 pm
Classroom: This course will be held online via Zoom until further announcement. The Zoom link will be posted on Blackboard.

Instructor: Chung-seung Lee
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Office: B606
Office Hours: Monday and Wednesday 2:00-4:00 pm or by appointment. The office hours will be held online via Zoom until further announcement. The Zoom link will be posted on Blackboard.

This syllabus is subject to change. Updates, if any, will be posted on Blackboard.

Course Description:

Through the course, students will develop an ability to understand key concepts in operations management, analyze performance of systems quantitatively, gain insights into performance characteristics, recognize various trade-offs in operations management decisions, and apply concepts and analytical methods to help you improve your firm/organization’s operational performance.

Prerequisites: BUS Major/Minor or ISE Major: BUS 110, BUS 111, BUS 112 or BUS 115; BUS 215 or AMS 102 for non-business majors, and BUS 220.

Optional Textbooks & Materials:

- [S15], *Operations Management*, 12th (or 13th Edition); Stevenson, William J.; McGraw-Hill, 2015.
- [CT12], *Matching Supply with Demand: An Introduction to Operations Management*, 3rd Edition; Cachon, G., and Terwiesch, C. McGraw-Hill, 2012.
- Microsoft® Excel with Solver add-in.

Why Do Business Students Take Operations Management? Throughout your career, you will often face situations in which a clear understanding of the role of operations management within a business organization will be essential. This course will demonstrate the strategic importance of the operations of all enterprises in the service, retail, manufacturing, and financial sectors, whether public or private, and whether for profit or not for profit. Throughout the course, you will:

- gain an appreciation for the interdependence of operations, finance, marketing, accounting, and human resources to achieve the strategic goals of all types of enterprises;
- become acquainted with concepts, tools, and methodologies used in the management of operations;
- learn how to apply these concepts, tools, and methodologies to model, solve and analyze problems encountered in the management of operations;
- gain skill in the use of statistical and spreadsheet software as a decision support tool.

Grading Information:

Exam 1	20%
Exam 2	20%
Exam 3	20%
Assignments	20%
Assessment Quiz	10%
Class attendance and participation	10%

- Exams (60% of the final grade): There will be three non-cumulative exams. The exams are closed-book and closed-note. If necessary, a formula sheet will be provided by the instructor. You may bring a non-communicating calculator and a ruler or straight edge to the exams. There will be **no makeup exams** except under **extreme conditions**. I will not give make-up exams without (1) an advanced notice that you will miss the exam, and (2) a written documentation explaining the reason for your absence. I will judge the adequacy of the reason and the appropriateness of a make-up exam. **Missed exams will be assigned a grade of zero. Cell phones and smart devices must be turned off during an exam, any device found to be turned on may result in a grade of zero for the exam.**
- Assignments (20% of the final grade): There will be three assignments. **You can work alone or in a group with at most 5 students. No late submission will be accepted.** The lowest score will be dropped.
- Class attendance and participation (10% of the final grade): You are expected to attend every class and actively participate in discussions and activities.
- Grading System: Your letter grade will be assigned based on the following scale:

Grade	A	A-	B+	B	B-	C+	C	C-	D+	D	F
Cutoff percentage	90	85	80	75	70	65	60	55	50	45	<45

Academic Integrity: Each student must pursue his or her academic goals honestly and be personally accountable for all submitted work. Representing another person's work as your own is always wrong. Faculty is required to report any suspected instances of academic dishonesty to the Academic Judiciary. Faculty in the Health Sciences Center (School of Health Technology Management, Nursing, Social Welfare, Dental Medicine) and School of Medicine are required to follow their school-specific procedures. For more comprehensive information on academic integrity, including categories of academic dishonesty please refer to the academic judiciary website at http://www.stonybrook.edu/commcms/academic_integrity/index.html.

The College of Business Statement Regarding Academic Dishonesty: The College of Business regards any act of academic dishonesty as a major violation punishable by severe penalties, including dismissal from the University. University policy requires that instructors and GAs report all suspected cases of academic dishonesty to the appropriate Academic Judiciary Committee, which is empowered to take a strong action against violators, including expulsion from the University. Please note that there is a link to the Academic Judiciary web site on the Blackboard home page. Under no circumstances will the College of Business permit cheating of any kind. Many activities constitute academic dishonesty. The following list is not inclusive, only suggestive:

- Cheating on exams or assignments by the use of books, electronic devices, notes, or other aids when these are not permitted, or by copying from another student.
- Collusion: two or more students helping one another on an exam or assignment when it is not permitted.
- Ringers: taking an exam for someone else, or permitting someone else to take one's exam. Submitting the same paper in more than one course without permission of the instructors.
- Plagiarizing: copying someone else's writing or paraphrasing it too closely, even if it constitutes only some of your written assignment.
- Submitting the same paper in more than one course without approval of the instructors.
- Falsifying documents or records related to credit, grades, status (e.g., adds and drops, P/NC grading), or other academic matters.
- Altering an exam or paper after it has been graded in order to request a grade change.

- Stealing, concealing, destroying, or inappropriately modifying classroom or other instructional material, such as posted exams, library materials, laboratory supplies, or computer programs.
- Preventing relevant material from being subjected to academic evaluation.

Course Schedule:

Week	Date	Topic	Reading	Assignment (Due at the end of day)
1	2/22	Introduction to OM	[S15, Ch 1]	
	2/24	Process Analysis	[CT12, Ch 2, 3]	
2	3/1	No Class (Independence Movement Day)		
	3/3	Process Analysis	[S15, Ch 5]	
3	3/8	Process Analysis	[S15, Ch 6]	
	3/10	Management of Quality	[S15, Ch 9]	
4	3/15	Quality Control	[S15, Ch 10]	Assignment 1 due 3/19
	3/17	Quality Control	[S15, Ch 10]	
5	3/22	Review and Q&A Session		
	3/24	Exam 1		
6	3/28	Forecasting	[S15, Ch 3]	
	3/31	Forecasting	[S15, Ch 3]	
7	4/5	Inventory Management	[S15, Ch 13]	
	4/7	Inventory Management	[S15, Ch 13]	
8	4/12	Inventory Management	[S15, Ch 13]	
	4/14	Inventory Management	[S15, Ch 13]	
9	4/19	Supply Chain Management	[S15, Ch 15]	Assignment 2 due 4/23
	4/21	Supply Chain Management	[S15, Ch 15]	
10	4/26	Review and Q&A Session		
	4/28	Exam 2		
11	5/3	Management of Waiting Lines	[S15, Ch 18]	
	5/5	No Class (Children's Day)		
12	5/10	Management of Waiting Lines	[CT12, Ch 18]	
	5/12	Project Management	[S15, Ch 17]	
13	5/17	Project Management	[S15, Ch 17]	
	5/19	No Class (Buddah's Birthday)		
14	5/24	Project Management	[S15, Ch 17]	
	5/26	Scheduling	[S15, Ch 16]	
15	5/31	Scheduling	[S15, Ch 16]	Assignment 3 due 6/3
	6/2	Assessment Quiz		
16	6/7	Review and Q&A Session		
	6/9	No Class (Reading Day)		
17	6/16	Exam 3		

The above schedule will be closely followed but is subject to change at the discretion of the instructor.