

MGT 252

Managing for Operational Excellence

Professor Woodruff
dlwoodruff@ucdavis.edu
752-0515

Spring 2012

Course Description:

We explore the management of operations for service and manufacturing organizations including the strategic implications of the methods used. We consider demand forecasting, capacity planning, production planning, and system evaluation. The course makes use of quantitative models to enable a deep understanding of the issues related to logistics and operations that face all managers.

Required Text

[Operations and Supply Management with Connect Plus, 2nd Edition](#)

F. Robert Jacobs, INDIANA UNIV-BLOOMINGTON
Richard B Chase, UNIV OF SOUTHERN CALIFORNIA

Hardcover
©2010, ISBN-13 9780077399030

Grading

Grades will be based on assigned homework, a midterm and a final exam. Late homework will receive 10% per day fewer points.

Laptops: Laptops are not required, but will be useful for the Optimization lecture. In general, please remember to avoid using your laptop in a way that distracts other students.

Due Dates

Date	Read Chapter(s)	Problems Due	Points
April 5	1,5 (Intro, Services and Queuing)	Your view of POM	5
April 12	6 (QA and 6 Sigma)		
April 19	7 (Project Management)	5.5, 7, 8, 19; 6.3, 4, 7, 12	40
April 26	Optimization; Appendix A		
May 3	Demand Management and Forecasting; Chapter 11	7.1, 4, 7; A3, 10	25
May 10	Aggregate Planning; Chapter 12		
May 17	Mid-term Inventory; Chapter 13	11.2, 8, 11; 12.2, 12.5	100 + 25
May 24	Inventory; Planning; Chapter 14		
May 31	Planning; Learning Curves; Appendix B	13.1, 3, 10; 14.2, 9; B.1, 3, 5	40
June 7	ERP; Review		
June 14	Final		200

Most homework is done on-line and must be done by the beginning of class.

Go to this web page and click register:

http://connect.mcgraw-hill.com/class/d_woodruff_spring_2012

The “Your View of POM” assignment is to produce a one paragraph discussion of a particular problem or a broad issue in managing an operation of any kind that you find interesting or important. It should be based on your own experience. Please bring it to class the first day, if possible (late homework will be accepted for this assignment, though). The final exam is 3 hours; it is open book and open notes.