

MGT 252

Managing for Operational Excellence

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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. We consider the international aspects of many of the models.

Required Text

[Operations and Supply Management: The core \(with Connect Plus\), 3rd Edition](#)

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

Hardcover
©2013, ISBN 978-0-07-352523-5

Grading

Grades will be based on assigned homework, the top 60% of your scores from in-class activities, 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 2	1,7 (Intro, Services and Queuing)	Your view of POM	5
April 9	10 (QA and 6 Sigma)		
April 16	5 (Project Management)	7.5, 7, 8, 19; 10.3, 4, 7, 12	40
April 23	Optimization; Appendix A		
April 30	Demand Management and Forecasting; Chapter 3	5.1, 4, 7	15
May 7	Aggregate Planning; Chapter 8		
May 14	Mid-term Inventory; Chapter 11	A3, 10; 3.2, 8, 11	100 + 20
May 21	Inventory; Planning; Chapter 9 (mrp); 12 (lean)	8.2, 6	10
May 28	Planning; Learning Curves; Appendix 4A		
June 4	ERP; Review	11.1, 3, 16, 20; 9.2, 9; 4A.3, 5	40
June 5-June 8	Take-home final		100

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

Once you have your textbook, go to this web page and click register:

http://connect.mcgraw-hill.com/class/d_woodruff_day_252

You may get help on the homework from anyone, but only you should enter your work in the computer.

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).