

MGT 252

Managing for Operational Excellence

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Office hours: Wednesdays 1:30 - 3:30 PM
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Spring 2016

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, 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
March 31	1,7 (Intro, Services and Queuing)		
April 7	10 (QA and 6 Sigma)		
April 14	5 (Project Management)	Chapters 7 and 10	45
April 21	Optimization; Appendix A		
April 29	Demand Management and Forecasting; Chapter 3	Chapters A and 5	25
May 5	Aggregate Planning; Chapter 8		
May 12	Mid-term Inventory; Chapter 11	Chapters 3 and 8	100 + 30
May 19	Inventory; Planning; Chapter 9 (mrp); 12 (lean)		
May 26	Planning; Learning Curves; Appendix 4A		
June 2	ERP; Review	Chapters 11, 9 and 4A	45
June 3-June 6	Take-home final		100

Homework is done online. Once you have your textbook, go to the web page for the book and click register.

<https://connect.mheducation.com/class/d-woodruff-mgt-davis>

(If you did not buy a textbook with the Connect option, you will need to pay for Connect)

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