

MGB 252

Managing for Operational Excellence

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Spring 2017

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 \(with Connect Plus\), 4th Edition](#)

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

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 7-8	1,7 (Intro, Services and Queuing)		
April 7-8	10 (QA and 6 Sigma)		
April 21-22	5 (Project Management)	7.19, 23, 26; 10.18, 23, 25	60
April 21-22	Optimization; Appendix A		
May 5-6	Demand Management and Forecasting; Chapter 3	5.6, 7; A.3, 10	40
May 5-6	Aggregate Planning; Chapter 8		
May 19-20	Mid-term Inventory; Chapter 11	3.4, 15, 26; 8.7	100 + 40
May 19-20	Inventory; Planning; Chapter 9 (mrp); 12 (lean)		
June 2-3	Planning; Learning Curves; Appendix 4A		
June 2-3	ERP; Review	11.4, 21, 23, 36; 9.12, 17; 4A.4, 8	80
June 9-10	Final		150

Homework is done on-line at Connect by the due date given on Connect.

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

<http://connect.mheducation.com/class/d-woodruff-spring-2017>

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