

BA 2601 – OPERATIONS MANAGEMENT

Tues and Thu 13.00-14.15 G110

<b>Instructor:</b>	DR. S. NAZLI WASTI PAMUKSUZ
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<b>Office Hours:</b>	Mon and Thu 10.30-12.30 and by appointment
<b>Course Web Page:</b>	<a href="https://odtuclass...TBA">https://odtuclass...TBA</a>
<b>Course Description:</b>	
<p>Operations management is the design and management by an organization of all of the activities required to transform input resources into output products and services. The operations manager plans production, schedules work, and controls resources so as to meet the goals of the organization. This course covers the issues underlying the management of operations, and introduces the student to a variety of tools and techniques used by operations managers exploring alternative means of implementing decisions. As such, this course is a survey of some of the major decisions and methods of operations management.</p>	
<b>Course Student Learning Objectives: (CSLOs)</b>	
<p><i>Upon successful completion of this course, students should be able to:</i></p> <p><b>Course Specific Skills:</b> Understand the relevance of operations to all members of the organization and gain a clear understanding of the operations functions in service and manufacturing firms and how it integrates with the overall business. Develop the skills to apply specific operational tools and techniques to daily activities of firms.</p> <p><b>Discipline Specific Skills:</b> Analyze decision problems in operations. Develop foundation skills for advanced operations management courses such as supply chain management, project management, services management, etc.</p> <p><b>Personal and Key Skills:</b> Develop problem solving skills. Develop discussion skills. Apply knowledge learned to case studies and actual organizations.</p>	
<b>Learning and Teaching Methods:</b>	
<p>This course is going to make use of formal lectures, in-class discussions, videos, class exercises, and self-study hours.</p>	
<b>Required Reading:</b>	
<p>J. Heizer, B. Render, <i>Operations Management</i>, 14<sup>th</sup> edition, Prentice Hall, 2023. The book is available through the METU Bookstore at <a href="https://www.odtuden.com.tr/">https://www.odtuden.com.tr/</a>. Students buying their textbook from the METU bookstore will have access to the textbook's online study platform via their access code. The textbook can also be found in the Main Library Reserves and older editions are available in the main library and Muhan Soysal Library. Students can use older editions of this text; however, they will be responsible for tracking which chapter corresponds to the material covered in class. The course slides can be downloaded from the ODTUClass system.</p>	

Assessment and Grading:				
Form of Assessment	% Contribution	Size of the assessment	CSLOs covered by the assessment	Feedback Method
Midterm Examination 1	31.7	90-minute true-false and multiple choice-type examination	1, 2, 3, 4, 5	Written and oral (in class)
Midterm Examination 2	31.7	90-minute true-false and multiple choice-type examination	1, 2, 3, 4, 5	Written and oral (in class)
Midterm Examination 3	31.7	90-minute true-false and multiple choice-type examination	1, 2, 3, 4, 5	Written and oral (in class)
Discussions, Attendance, Participation	5	Class participation during regular lectures	6, 7	Oral (in person)

**Midterm Exams:** All exams will be at 5.45 pm. Everything in the chapters covered and class discussions will be included. Each midterm exam will cover everything since the beginning of the term or since the last midterm exam. No “extra” work above the aforementioned will be accepted or credited. There will be no make-ups for exams without an approved excuse or a medical report. If you have a time conflict, please contact me ahead of time. This course does not have a final exam.

**Class participation:** A significant portion of the class will be spent discussing the related readings or exercises. Please note that attendance does not mean participation. You are encouraged to demonstrate your knowledge of the assigned material or make comments during class. You may also be called on randomly. In participation, quality is more important than quantity. Class participation will be graded at the end of the term on a scale of 0 to 4 (4=A). Students who have not submitted their Student Information Sheets (downloaded from the ODTUClass system) with a photo embedded by **October 13<sup>th</sup>, 2023**, to ODTUClass will not receive a participation grade.

The following table gives the tentative schedule for the semester. The lectures will stress the most important and/or most difficult material. We have a lot of topics to cover so based on our pace, adjustments may be required in the schedule.

Oct. 3-5	Introduction (Chapters 1 and 2), Operations Management at Hard Rock Café video, Operations Management at Frito Lay video
Oct. 10-17	Forecasting (Chapter 4), Forecasting exercise
Oct. 19-26	Process strategy (Chapter 7), Process Strategy and Selection video, Service Process Matrix video, manufacturing technologies videos
Oct. 31	Location strategies (Chapter 8), Where to Place Hard Rock's Next Café video <b>No class on November 2—makeup session on October 13 (time TBA).</b>
Nov. 7	Layout strategies (Chapter 9), Layout of the Arnold Palmer Hospital's New Facility video
Nov. 9-14	Managing quality (Chapter 6), The Culture of Quality at Arnold Palmer Hospital video, Quality at the Ritz-Carlton Hotel video
Nov. 16-21	Statistical process control (Supplement 6), Honda video
<b>Nov. 17</b>	<b>Midterm 1 (Chps. 1, 2, 4, 7, 8, 9)</b>
Nov. 23-30	Inventory management (Chapter 12), “He Shoots, He Scores” game

Dec. 5	Aggregate planning (Chapter 13)
Dec. 7	MRP and ERP (Chapter 14)
Dec. 12-14	Short term scheduling (Chapter 15)
<b>Dec. 15</b>	<b>Midterm 2 (Chps. 6, S6, 12, 13)</b>
Dec. 19-26	JIT and lean production systems (Chapter 16), HP training video, Honda & Visa ad videos
Dec. 29-Jan. 4	Project management (Chapter 3), Muzikfest game
<b>Jan. 5</b>	<b>Midterm 3 (Chps. 14, 15, 16, 3)</b>

#### Course Policies:

**STUDENT DISABILITIES:** Any student, who, because of a disabling condition, may require special arrangements in order to meet course requirements, should contact the instructor as soon as possible. Students should present the appropriate documentation from the university's [Disability Support Office \(Engelsiz ODTÜ Birimi, ODTÜ Kütüphanesi, Solmaz İzdemir Salonu, Tel: 210.7196; \[engelsiz@metu.edu.tr\]\(mailto:engelsiz@metu.edu.tr\)\)](#) verifying their disability, and outlining the special arrangements required. Please note that no accommodations will be provided to the disabled students prior to the completion of this approved University process.

**ACADEMIC DISHONESTY:** The Department of Business Administration has no tolerance for acts of academic dishonesty. Such acts damage the reputation of METU, the department and the BA/MBA/MS degree and demean the honest efforts of the majority of the students. The minimum penalty for an act of academic dishonesty will be a zero for that assignment or exam.

**CHEATING:** All university, faculty/institute, and department principles on academic honesty will be strictly enforced. The usual consequence for academic dishonesty is failure of the course and referral of the case to the Dean of the Faculty/Institute for additional disciplinary action. Examinations are individual and are to be completed without outside assistance of any sort. Persons observed cheating during examinations will receive a failing grade in the course. Homework assignments are individual, unless otherwise specified by the instructor, and are to be completed without outside assistance of any sort, as well. Persons observed cheating in their homework assignments will receive a score of zero for the portion of the semester grade that is allocated to such assignments.

**PLAGIARISM:** The instructor assumes that students will do their own work. By placing their names on assignments (individual or team), students are affirming that the contents are their original work. Any previous work available from files or past students, as well as materials available on the internet may be used only as a suggestive model. Violation of this provision will be considered as unethical behavior, subject to disciplinary action. If you have any doubt about the use of a specific material, see the instructor ahead of time. Any material used from outside sources should be referenced appropriately.

#### METU HONOR CODE

Every member of METU community adopts the following honor code as one of the core principles of academic life and strives to develop an academic environment where continuous adherence to this code is promoted.

"The members of the METU community are reliable, responsible and honorable people who embrace only the success and recognition they deserve, and act with integrity in their use, evaluation and presentation of facts, data and documents."

**GOOD LUCK AND ENJOY THE CLASS!**