

DSCI 304 PRODUCTION/OPERATIONS MANAGEMENT SPRING SEMESTER, 2007

Professor: Dr. Mark F. Hartley
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Class Hours: MKTG 333-001: MWF, 9:00 – 9:50 AM, Beatty #131
DSCI 304-001: MWF, 10:00 – 10:50 AM, Beatty #130
DSCI 304-002: MWF, 12:00 – 12:50 PM, Beatty #131
Office Hours: MWF: 8:30 – 9:00 AM and 11:00 AM – 12:00 noon
MW: 2:00 – 3:30 PM
Other hours are always available by appointment.
Text Web Site: www.mhhe.com/stevenson9e

Course Catalog Description: The planning and control of production and service operations with emphasis on demand forecasting, design of production systems, aggregate planning, inventory management, and quality assurance. Additional topics will include just-in-time production, cellular manufacturing, flexible manufacturing systems, robotics, computer-aided design and manufacturing, and quality circles. Students will use appropriate computer software to gain experience with decision techniques.

Prerequisites: MATH 104 and 105, DSCI 232, MGMT 301.

Required Text: Production & Operations Management, 9 ed., by Stevenson, 2007.

Grading Scale:	A (4.0) 93-100	A- (3.7) 90-92.99	B+ (3.3) 88-89.99
	B (3.0) 83-87.99	B- (2.7) 80-82.99	C+ (2.3) 78-79.99
	C (2.0) 73-77.99	C- (1.7) 70-72.99	D+ (1.3) 68-69.99
	D (1.0) 63-67.99	D- (0.7) 60-62.99	F (0.0) 0-59.99

Approximate Grade Composition:	EXAMS (3)	90% (equal weight)
	OTHER	10%

EXAMS will cover outlined material from the text as well as any research presentations by class members, talks by guest speakers, and/or required readings and handouts. Typical exams will be comprised of approximately the following: 30% objective multiple choice questions covering the reading material in the text's chapters, 60% problems covering the various quantitative techniques in the text, and 10% essay covering a special topic in the course material. The essay portion will be assigned as a take-home prior to the exam to allow outside Internet and library research and is due on exam day. The exams could cover two consecutive class periods.

"OTHER" includes assigned outside Internet and library research on specific topic areas of the course, presentations to the class regarding your research, reports from any required readings and cases, attendance, promptness, and class participation. No assignments will be accepted for credit in hand written form unless explicitly directed to do so. When e-mailing homework, in the subject box, type DSCI304, the assignment number, & your name. Note that habitual tardiness and/or absences WILL affect the class participation and thus the "other" portion of your grade.

Late Assignments: Assignments handed in for credit after I've called for them will be penalized 50 points per 24 hours late (or fraction thereof).

Attendance Policy: Prompt and consistent attendance is necessary for this course. Attendance will be kept each class period. Excessive absences will result as follows:

Absences #1, 2, 3, 4, 5: Allowed for any and all reasons. No need to explain.

Absence #6 and higher: 3 points deducted from your final average per class missed.

Also, you WILL be responsible for any assignments due when you're absent, and you WILL NOT be given credit for homework someone else hands in for you when you're absent from class.

Honor Code: Cheating in any form is NOT allowed and will be rewarded, AT A MINIMUM, with a grade of F in the course. If copying is involved, both parties will be judged equally guilty.

Make-Up Exams: Regular exams will not be made up for any reason. Should you miss an exam, a comprehensive final exam COULD be substituted in its place. However, only under the utmost extreme case will your grade be obtained in this manner, and permission of the instructor is required to obtain your grade in this manner. You really don't want to do this.

Grading Errors: The instructor's judgement with respect to grading exams is NOT debatable in this course. However, if an error was made in grading your exam, the mistake will gladly be corrected. It is YOUR responsibility to detect any error and bring it to my attention ON THE DAY the exam is returned to you. You FORFEIT your right to appeal errors by being absent on the first day the exam is returned, or by waiting until later in the semester to contact me.

Basic Requirements:

1. Bring your textbook to class each day.
2. Keep a binder or folder for your class notes and handouts. Bring it to class each day.
3. Bring a calculator to class each day, and know how to operate it properly.
4. Keep all of your hand-in assignments backed up on 3.5" disks during the semester.
5. If you don't have one already, obtain an e-mail account immediately.
6. Be on time. Habitual tardiness WILL affect class participation portion of your grade.

Finally: If a problem develops during the semester or if you feel you need extra assistance with concepts in the course, don't hesitate to come to my office for help. The last thing I want is for you to do poorly in the course. Use my office hours for your benefit. That's why I have them.

DSCI 304 COURSE OUTLINE from Dr. H. (Chapters in parentheses)

(Note: All chapters listed include reading material for the objective portion of the exams. Chapters denoted by an **asterisk (*)** include material for the problems portion of the exams.)

Exam 1 will cover the following material: (pages 1-277)

- (1) Introduction to Operations Management
- (2) Competitiveness, Strategy, & Productivity
- (3) Forecasting (*)
- (4) Product and Service Design
- (4S) Reliability (*)
- (5) Strategic Capacity Planning for Products & Services (*)
- (5S) Decision Theory (*)
- (6) Process Selection & Facility Layout (*)

Exam 2 will cover the following material: (pages 278-309, 360-599)

- (6S) Linear Programming (*)
- (8) Location Planning and Analysis
- (8S) The Transportation Model (*)
- (9) Management of Quality
- (10) Quality Control (*)
- (11) Supply Chain Management
- (12) Inventory Management (*)

Exam 3 will cover the following material: (pages 600-849)

- (13) Aggregate Planning
- (14) MRP & ERP (*)
- (15) JIT & Lean Operations
- (16) Scheduling (*)
- (17) Project Management (*)
- (18) Waiting Lines (*)