

AMGT 475
Spring, 2009
Production/Operations Management

Instructor: William H. Marsh
Office: B&E Building, 233
Office Hours: MW 7:45-10:45; TTH 7:30-8:00, 3:00-3:30
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Text: Norman Gaither, *Operations Management*, Cincinnati,
South-Western College Publishing, 9th Edition, 2002.

CATALOG DESCRIPTION OF COURSE: A study of the strategic, operating, and control decisions involved in manufacturing and service organizations. Topics include forecasting, process development, production technology, resource allocation, facility planning, facility layout, planning systems, inventory systems, resource requirements planning systems, shop floor planning, scheduling operations, just-in-time manufacturing, materials management, productivity control, quality management, quality control, project management, and maintenance management.

Prerequisites: ABUS 371, ABUS 296
Credit hours: (3)

Course Objectives: Upon completion of this course, we want our students to:

1. Give an overview of the field of operations management including its history, challenges, and future outlook.
2. Set the framework for operations strategy, including a discussion of the global business environment and competitive conditions.
3. Include forecasting models commonly used in POM to include both qualitative and quantitative models.
4. Cover technology management issues, including automation and factories of the future.
5. Cover scarce resource allocation in POM, including linear programming problems.
6. Cover long-range capacity planning, including decision-tree analysis and facility location.
7. Cover aggregate planning and master production scheduling.
8. Discuss independent demand inventory systems.
9. Cover material requirements planning and capacity requirements planning.
10. Cover the concept of just-in-time manufacturing, including its benefits.
11. Discuss the concept of total quality management, including its history and gurus.
12. Cover quality control issues.
13. Cover project planning and control techniques.
14. Discuss preventive maintenance programs.
15. Use cases and problems where applicable to enhance learning.

Attendance Policy: Regular class attendance is expected. In order to obtain credit for the course, students must attend 75 percent of the classes.

Grading: There will be four equally weighted exams, including a non-comprehensive final.

Exam Dates: February 5, March 3, April 2, and final exam.

Course Outline: The following topics will be covered:

<u>Chapter</u>	<u>Topic</u>
3	Demand Forecasting
5	Facility Capacity, Location, and Layout
7	Operations Quality Management
8	Strategic Allocation of Resources
9	Service Operations Planning and Scheduling
10	Project Management
14	Inventory Management
16	Manufacturing Operations Scheduling
17	Quality Control
18	Employee Productivity

Withdrawal Date: March 6, 2009.

Disability Statement: If you have a physical, psychological, and/or learning disability which might affect your performance in this class, please contact the Office of Disability Services, 126A B & E, (803) 641-3609, as soon as possible. The Disability Services Office will determine appropriate accommodations based on medical documentation.

School of Business Administration Mission Statement: The School of Business Administration focuses on creating a caring learning environment in its accredited undergraduate program at multiple locations. The program prepares students to successfully meet the dynamic global, technological, and ethical challenges of business and society.