IE 401 - Production and Service Systems Operations  
Syllabus 2020 Fall

The Syllabus is prepared due to the online transformation of our education system because of the COVID-19 Pandemic.

Lectures and Locations
Lectures
Live and online on Monday 15:40-17:30  https://sabanciuniv.zoom.us/j/4489189741
Live and online on Tuesday 08:40-09:30 https://sabanciuniv.zoom.us/j/4489189741
Lectures will be recorded and uploaded to Google Shared Drive.

Recitations
Recitation
Live on Fridays 09:40-10:30  Section A1: https://meet.google.com/uac-pjaj-yug
Live on Fridays 09:40-10:30  Section A2: https://meet.google.com/ixr-dcqa-tyt

Team
Instructor
Emre Özlü  eozlu@sabanciuniv.edu  Office Hours  Fridays – 12:40-13:30 at here

Teaching Assistants
Office Hours
Rabia Taşpınar (rtaspinar@sabanciuniv.edu)  Tuesdays, 13:40-14:10  https://sabanciuniv.zoom.us/j/91718498660
Fatih Habacı (fatih.habaci@sabanciuniv.edu)  Mondays, 10:40-11:10  https://sabanciuniv.zoom.us/j/98798751964
Sinan Emre Koşunda (sinankosunda@sabanciuniv.edu)  Mondays, 13:40-14:10  https://sabanciuniv.zoom.us/j/8975288826

Zoom Links

Learning Assistants
Responsible For
Tuana Ezgi Mendirek tuanaezgi@sabanciuniv.edu  Section A1
Deniz Şahin sahindeniz@sabanciuniv.edu  Section A2
Elif Numanbayraktaroğlu nelif@sabanciuniv.edu  Section B1
Pelin Kapıcıoğlu pkapicioglu@sabanciuniv.edu  Section B2

Learning Outcomes
On completion of the course, students should be able to

• Develop demand-forecasting models using time series methods.
• Apply the fundamental inventory management models (including the EOQ, newsvendor, (Q,R) and (s,S) models) to relevant problems.
• Describe the major steps in the manufacturing planning and control (MPC) hierarchy (including APP, MPS and MRP), and their relationships.
• Formulate and solve production planning problems.
• Use spreadsheets in solving forecasting and inventory management problems.
• Discuss the fundamental MRP and JIT concepts.
• Relate industrial engineering and operations research methods obtained in previous courses to production planning and control domain.
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Textbooks

Reference books
- Silver, E. A., Pyke, D. F., Peterson, R., Inventory Management and Production Planning and Scheduling.
- Stevenson, W. J., Operations Management.

Course Content

Forecasting
Inventory Control and Management
Aggregate Production Planning (APP)
Master Production Scheduling (MPS)
Material Requirements Planning (MRP)
Lot Sizing Techniques

Grading

<table>
<thead>
<tr>
<th>Exam Type</th>
<th>Date</th>
<th>Content</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pop Up Quiz (TopHat)</td>
<td>Each week</td>
<td>Real time lecture content</td>
<td>10.0%</td>
</tr>
<tr>
<td>Midterm#1</td>
<td>11.11.2020</td>
<td>Forecasting and EOQ</td>
<td>18.0%</td>
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<tr>
<td></td>
<td>19:40-21:00</td>
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<tr>
<td>Midterm#2</td>
<td>16.12.2020</td>
<td>Newswendor, Q,R Model and APP</td>
<td>28.0%</td>
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<td>19:40-21:00</td>
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</tr>
<tr>
<td>Midterm#3</td>
<td>05.01.2021</td>
<td>MPS, MRP and Lot Sizing</td>
<td>19.0%</td>
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<tr>
<td></td>
<td>19:40-21:00</td>
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<td></td>
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<tr>
<td>Final</td>
<td>TBA</td>
<td>Comprehensive</td>
<td>25.0%</td>
</tr>
</tbody>
</table>

Pop Up Quiz
Quiz will be held during the online lecture hours on Mondays. The aim is to have at least 1 quiz each week. Questions will be related to the subject that is just discussed during the lecture and can be answered in a few seconds. TopHat application will be used for the quiz. Students should install the app to their phones/tablets or they can use their laptop’s web browser to reach the
software online. The grades of the quiz are 0 and 1. The worst 1 quiz will be deleted for each student at the end of the semester. The rest will be considered for the final grade calculations.

Midterm and Final Exams
Exam rules and regulations will be announced prior to each exam. The date, contents and weights of each Midterm can be seen above. Exams will be held in real time using TopHat (http://tophat.com) and Zoom (https://zoom.us) together. Students will use cell phones to enter zoom to help TA’s proctoring and they will use their PC to have the exam online by TopHat. Extra info will be announced before each exam.

Make-up Policy (for Pop up Quizzes, Quizzes and Final Quiz)
- There will be a single comprehensive Make-up.
- Acceptable reasons for missing an exam are medical illnesses (with medical reports), family emergency incidents and internet/electricity related problems. If you will not be able to take an exam on time, you have to let the instructor know before the exam. However, if you have a medical reason documented/approved by any health center, you are not allowed to take the exam and you do not need to inform the instructor beforehand. You can email your report later on.
- There will only be 1 make-up exam for 1 missing exam. So, if a student miss 3 exams the make-up exam will only be counted for one of them. Other 2 exams will not be graded.

Other Notes
- Students are responsible for all announcements made during the lecture hours and recitation hours, on the SUCourse website and through e-mails by the instructor and/or the TAs.
- No “extra” opportunity is provided to increase an individual student’s course grade.
- Students are expected to honor the academic integrity principles according to the SU rules and procedures. Non-compliance to academic integrity principles through plagiarism, using or accomplishing another person's work, and/or submitting previously used work will be penalized.

This document may be modified during the semester (Fall 2020-2021) due to unforeseen reasons. Students are responsible for such modifications that will be announced during the lectures and at the SUCourse+ website.