



**BA in Management Program
Summer 2021
OPIM 301 – Operations Management**

Instructor: Arya Sevgen
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Web: SUCourse+, McGrawHill Connect
Classes: Mondays: 11:40- 14:30
Wednesdays: 11:40-13:30
Thursday: 12:40-13:30
Recitation: Wednesdays 15:40-17:30
Office Hours: By appointment via Zoom or Google Meet

Course Description and Objective:

Operations within an organization turn raw material and information into goods, products or services that the company offers to the market. Companies that design, maintain and continuously improve well-integrated operations throughout their process gain a lead over their competitors.

The objective of this course is to learn how to identify, analyze and improve such operations within manufacturing and service industries.

Learning Outcomes:

After successful completion of this course the students will be able to:

- Identify and analyze key operations within service and manufacturing systems.
- Understand and manage the impact of uncertainty on system performance.
- Apply quantitative analysis to improve system performance.
- Specific objectives include basic analysis of capacity and processes, queueing systems, product-process matrix, inventory systems, bullwhip effect and statistical quality control.

Course Material:

F. Robert Jacobs and Richard B. Chase, Operations and Supply Chain Management, 16th Edition, McGraw-Hill, © 2021. Students are expected to subscribe the e-book through Homer Bookstore.

Course Web:

Course syllabus, lecture notes and slides, and the grades will be available on OPIM 301 SUCourse+ site. Students will be expected to visit the course web site at least three or four times a week.

McGrawHill Connect will be used during the semester. Students will be expected to do the exercises from this system. Depending on the subjects, homework will be given through Connect or SUCourse+.

Course Evaluation:

| | | |
|-----------------------|------|-----------------------|
| Exercises | 20% | |
| Homework Assignments: | 20% | |
| Midterm exam: | 30% | * Open book and notes |
| Final exam: | 30% | * Open book and notes |
| Participation | 5% | |
| Total | 105% | |

Requirements:

Exercises:

Approximately 8 exercises will be given during the semester (this number might be increased or decreased). Exercises will be given before or after the class from McGrawHill Connect system. In these exercises, you are expected to read the chapters that we cover in the class and answer the questions regarding the chapters. When you complete the exercise, you will get full points. If you give a wrong answer, your grade will not be affected. Instead, the system will provide you a learning resource and you will be asked to answer another question on it later. Students are expected to submit their work before the due date, otherwise it will not be graded.

Homework:

4 homework will be given during the term. Depending on the subjects, homework will be given through Connect or SUCourse+.

Midterm and Final Exams:

Midterm exam will be approximately middle of the semester and held during the class time via Zoom. Final exam will be scheduled at the end of the semester. After the exams, there may be one-on-one interviews with some of the students.

For proctored exams, your webcam and microphone should be on during the exam. In the case of non-compliance with this and other declared exam procedures, your exam will be void. Make sure to check that your webcam and microphone function properly before the exam.

Both the midterm and final exams will be held online and proctored by the instructor/proctor. Some of the important issues related to the online exam procedures are as follows:

- Before the exams, find a quiet room with minimal through traffic from other people
- Ensure that only instructor permitted material is on the workplace
- All other electronics other than the personal computer are turned off
- Exams will be released in SUCourse+, so ensure that you have access to SUCourse+ before the exam starts
- During the exam period instructor/proctor will be monitoring via Zoom
- Place cell phones in locations as specified by the instructor/proctor
- Before the exam ensure that you position yourself in “Exam Ready” state in terms of workplace and environment such that only allowed items (e.g. pen, paper, calculator) are on your desk and there is no distraction.
- During the exam the instructor/proctor may request to scan your exam workplace
- Requests will be made via private chat
- The instructor/proctor may request you to place your personal computer so you can see screen and cell phone in proctor-instructed position
- If you have a question during the exam, use chat to communicate with the instructor/proctor, instructor/proctor will address question in your chat
- If this particular Q&A is useful to the class as a whole, instructor/proctor will make an audio announcement
- To check out, you will have limited time, e.g. 3-5 minutes to scan and upload your work to SUCourse+, so be ready!
- When scanning your exams, your ID (showing your name and student ID) must be at the top of each paper
- All exam papers must be scanned to .pdf and assembled into a single pdf document
- Computer and cell phone is only permitted for scanning/assembling purposes
- Always check the readability of your pdf files. Student is responsible for generating readable and clear pdf files.
- Leave zoom meeting when instructor/proctor clears you to go
- All other details and important issues related to the check in and check-out policies regarding exams will be declared one week before the exam dates through SUCourse+.

Additionally, for submitting your exams you are required to have the ability to quickly scan documents such as Tap Scanner, Office Lens, CamScanner, vFlat. These apps allow you to scan any notes, forms, documents, receipts, and images to PDF files. When scanning your documents, ensure that your work can be read and understood by the course instructor. You will be required to upload your exams via SUCourse+.

Course Program:

| Date | Week | Topic | Chapter |
|------------|------|---|---------|
| 1.07.2021 | 1a | Introduction to OSCM | 1 |
| 5.07.2021 | 2a | Strategy&Capacity Management | 2, 5 |
| | 2b | Capacity Management & Process Design and Analysis | 5, 11 |
| 12.07.2021 | 3a | Manufacturing Processes | 11,7 |
| | 3b | Waiting Line Analysis and Simulation | 10 |
| 19.07.2021 | - | Religious Holiday | - |
| 26.07.2021 | 4a | Waiting Line Analysis and Simulation | 10 |
| | 4b | Facility Layout | 8 |
| 2.08.2021 | 5a | Global Sourcing and Procurement | 16 |
| | 5b | Inventory Management | 20 |
| 9.08.2021 | 6a | Inventory Management | 20 |
| | 6b | Statistical Quality Control | 13 |
| 16.08.2021 | 7a | Forecasting | 18 |
| | 7b | Forecasting | 18 |
| TBA | | 21-24 Aug 2021 | - |

Remarks:

- Individual homework assignments are designed for the students to practice with the quantitative tools and techniques learned in class.
- All submitted homework assignments, midterm and final exams must demonstrate the student's own work. Any suspicion to fraud will be handled according to the university regulations and may result in failing the course.
- SUCourse+ and email are the official means of communication in this course and it is the student's responsibility to review messages and posts frequently.
- There will be **no make-up for the midterm exam and homework assignments**. In case of medical problems and with a valid doctor's note the final exam grade will substitute the midterm. In case of medical or other emergencies confirmed by an official report through the health center, there will be a make-up exam for the final.
- Use of cell-phones and other electronic devices is not acceptable in class, unless instructed by the professor for academic purposes.

Academic Honesty:

Learning is enhanced through cooperation and as such you are encouraged to work in groups, ask for and give help freely in all appropriate settings. At the same time, as a matter of personal integrity, you should only represent your own work as yours. Any work that is submitted to be evaluated in this class should be an original piece of writing, presenting your ideas in your own

words. Everything you borrow from books, articles, or web sites (including those in the syllabus) should be properly cited. Although you are encouraged to discuss your ideas with others (including your friends in the class), it is important that you do not share your writing (slides, MS Excel files, reports, etc.) with anyone. Using ideas, text and other intellectual property developed by someone else while claiming it is your original work is plagiarism. Copying from others or providing answers or information, written or oral, to others is cheating. Unauthorized help from another person or having someone else write one's paper or assignment is collusion. Cheating, plagiarism and collusion are serious offenses that could result in an F grade and disciplinary action. Please pay utmost attention to avoid such accusations.

Classroom policies and conduct:

Sabancı BA in Management Program values participatory learning. Establishing the necessary social order for a participatory learning environment requires that we all:

- Come prepared to make helpful comments and ask questions that facilitate your own understanding and that of your classmates. This requires that you complete the assigned readings for each session before class starts.
- Listen to the person who has the floor.
- Come to class on time.

Disclaimer

This syllabus is subject to small changes in dates and grading system.