

BA in Management Program
Spring 2023
OPIM 301 – Operations Management

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Type	Time	Days	Where
Class	11:40 am - 1:30 pm	M	FMAN L018
Class	3:40 pm - 4:30 pm	W	FASS G052
Recitation	4:40 pm - 5:30 pm	W	FASS G052

UPDATED SYLLABUS – 13 APRIL 2023

Course Objective:

Operations management (OM) is the set of activities that creates value in the form of goods and services by transforming inputs into outputs. OM is concerned with planning, designing and managing resources, processes and systems in an organization. The aim of this course is to (1) provide an understanding of the key OM decision areas such as how to produce a good or service (i.e., process and capacity strategy), managing quality, intermediate- and short-term scheduling, forecasting and inventory management, and (2) equip the students with the necessary skills in using tools and techniques supporting operational and strategic decision making in OM.

Learning Outcomes:

Upon successful completion of the course, the student should be able to:

1. Define operations management and its relation to the other functions.
2. Demonstrate an understanding of product and service process strategies.
3. Analyze and improve process performance.
4. Assess and improve process quality.
6. Describe the bullwhip effect, its reasons and how to mitigate it in supply chains.
7. Perform aggregate sales and operations planning.
8. Demonstrate an understanding of basic inventory management concepts

Course Material:

We will be closely following the textbook given below. You are expected to read the chapters mentioned in the course outline before each session. The book is available in the bookstore. You can also use the earlier editions of the book available in the IC.

Heizer, J., Render, B., Munson, C., 2020. *Operations Management: Sustainability and Supply Chain Management*, Global Edition, 13th Edition, Pearson.

Course Web:

SUCourse will be used as the course's web site, where students will have access to all course related documents. Lecture slides will be posted on SUCourse shortly before the lecture.

Instructional Design:

The course will be taught using a blend of lectures, in-class exercises, and discussion of real-life examples. In-class exercises might be on either of the lecture days and recitation hour. Whereas some in-class exercises will be individual, some will be teamwork. In-class exercises might include problem solving questions, Excel exercises and qualitative discussion questions.

Grading:

Participation	: 10%
In-class exercises	: 20%
Midterm	: 20%
Final exam	: 50%

Requirements:**Participation:**

This course component constitutes **10%** of your overall grade. Please note that class participation is not only about attendance to the lectures, but also about participating to the discussions in a constructive and engaging manner. Not only the frequency, but also the quality of the comments and questions will be assessed as well; therefore, students are highly advised to read the course materials before coming to the lecture. Students are also expected to comply with classroom policies and conduct summarized on page 3 of this syllabus. Points can be taken off for not complying with the classroom policies and conduct.

In-class exercises:

This course component constitutes **20%** of your overall grade. In-class exercises will be assigned during class and recitation hours. They may be group or individual exercises. Although these in-class exercises will be graded, they are not quizzes but means to learn the topics actively during class hours. In total, there will be 13 in-class exercises, and your top 10 grades will be averaged for your final score.

Exams:

There will be one Midterm, constituting **20%** of your overall grade, and a Final exam, constituting **50%** of your overall grade. Midterm Exam will be conducted online, and the Final Exam will be conducted physically.

Mid-term exam will be open-book and consist of true-false, multiple-choice, and problem-solving questions.

Final exam will be closed-book and consist of true-false, multiple-choice, open-ended, and problem-solving questions. You are allowed a ONE-PAGE (One side only!) cheat sheet, hand-written, not photocopied. Cheat sheets cannot include solutions to example questions, and they will be collected after the Final Exam. You will also need a calculator (Cell phones are not allowed as a calculator). The makeup exam will only be given in the case of plausible excused absences (for health reasons, etc.), which must be documented

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 you:

- Come to class prepared to make helpful comments and ask questions that facilitate your own understanding and that of your classmates.
- Listen to the person who has the floor.
- Come to class on time.

Tentative Course Schedule:

Week 1	Date: February 27 & March 1
	Topic: Introduction to OM Operations Strategy
	Requirements: Read Chapters 1 & 2
Week 2	Date: March 6 & March 8
	Topic: Forecasting
	Requirements: Read Chapter 4
Week 3	Date: March 13 & March 15
	Topic: Process strategy
	Requirements: Read Chapter 7
Week 4	Date: March 20 & March 22
	Topic: Location strategy Layout strategy
	Requirements: Read Chapters 8 & 9
Week 5	Date: March 27 & March 29
	Topic: Managing quality Statistical process control
	Requirements: Read Chapters 6 & 6S
Week 6	Date: April 3 & April 5
	Topic: NO LECTURE (April 3 & April 5) – make-up lecture TBA
	Requirements: No lecture
Week 7	Date: April 10 & April 12
	Topic: Statistical process control
	Requirements: Read Chapter 6S
Week 8	Date: April 17 & April 19
	Topic: Revision for Midterm
	MIDTERM – APRIL 19, 15:40-17:30
	©Requirements: Read Chapter 11
	MIDTERM: Study Chapters 1, 2, 4, 6, 6S, 7, 8, 9 (NOT 11!) and bring a scientific calculator
Week 9	Date: April 24 & April 26
	Topic: Supply chain management Inventory management
	Requirements: Read Chapters 11 & 12
Week 10	Date: May 1 & May 2 & May 3
	Topic: May 1: NO LECTURE (National holiday)
	May 2: Make-up lecture – 19:40-21:30 (ONLINE) – Inventory Management
	May 3: Inventory management
	Requirements: Read Chapter 12
Week 11	Date: May 8 & May 10
	Topic: Aggregate planning
	Requirements: Read Chapter 13

Week 12	Date: May 15 & May 17
	Topic: MRP & ERP
	Requirements: Read Chapter 14
Week 13	Date: May 22 & May 24
	Topic: Project management
	Requirements: Read Chapter 3
Week 14	Date: May 29 & May 31
	Topic: Project management
	Lean operations
	Requirements: Read Chapters 3 & 16
FINAL	Date: TBA
	Topic: FINAL EXAM – Date to be announced by SR
	Requirements: FINAL EXAM: Study Chapters 11, 12, 13, 14, 3, 16 and bring a scientific calculator