**Course Description**

An overview of production of goods and services in an efficient and effective business operation. Addresses the management of resources, the distribution of goods and services to customers, and the analysis of queue systems.

**Prerequisites**

None

**Course Textbook**


**Course Learning Objectives**

Upon completion of this course, students should be able to:

1. Define operations management and explain its relationship to productivity.
2. Describe operations strategy and how it has changed due to globalization.
3. Summarize project management, including its tools and techniques.
4. Describe the importance of forecasting and explain the effective application of the different forecasting approaches and methods.
5. Summarize how operations managers decide on the products/services to offer and how they design selected products/services.
6. Define quality and explain quality management, including TQM and its tools.
7. Describe how process strategy is applied to determine the process, capacity, and technology required for selected products/services.
8. Summarize the role of location strategy and the criteria for location decisions.
9. Explain layout strategy and how operations managers determine facility arrangement and size.
10. Describe how operations managers achieve a reasonable work environment and set expectations related to employee productivity.
11. Explain how supply-chain management is applied to make-or-buy decisions, and the selection and integration of suppliers.
12. Outline inventory management tools and techniques used to address the two basic inventory issues of how much to order and when to order.
13. Summarize the strategies for developing an aggregate plan and identify the major steps to prepare an aggregate plan.
14. Describe how to improve maintenance and reliability.

**Credits**

Upon completion of this course, the students will earn three (3) hours of college credit.
Course Structure

1. **Learning Objectives:** Details are available in each course unit.
2. **Unit Summaries:** Summarizes key issues in the assigned chapters and is supplemented with additional readings or Internet sources to provide broader subject matter application and professional relevance.
3. **Key Terms:** Key terms are provided to direct your attention to important subject content within the course Unit.
4. **Reading Assignments:** Reading assignments include approximately 2-4 textbook chapters in each course Unit.
5. **Learning Activities (Non-Graded):** For every lesson, students are instructed to:
   - Read the Summary of Course Unit and the assigned sections of the text.
   - After completing the required readings, refer to the lesson learning objectives lesson key terms.
   - Then take the “self-test” at the end of assigned chapters. If you do not answer one or more of the questions correctly, restudy the assigned reading pages that correspond to the questions answered incorrectly. If you still feel uncertain about any material use the following resources to support your learning of the material:
     - The PowerPoint presentation(s) related to the assigned readings (Student CD-ROM);
     - Self-Study quizzes (Companion Web site: www.prenhall.com/heizer);
6. **Discussion Boards:** Discussion Boards are a part of all CSU term courses. Information and specifications regarding these assignments are provided in the Academic Policies listed in the Course Menu bar.
7. **Assessments:** Unit assessments contain both objective and subjective type questions. Students are required to take unit assessments at the completion of each unit.
8. **Ask the Professor:** This communication forum provides you with an opportunity to ask your professor general or course content related questions.
9. **Student Break Room:** This communication forum allows for casual conversation with your classmates.

Communication Forums

These are non-graded discussion forums that allow you to communicate with your professor and other students. Participation in these discussion forums is encouraged, but not required. You can access these forums with the buttons in the Course Menu. Instructions for subscribing/unsubscribing to these forums are provided below.

[Click here for instructions on how to subscribe/unsubscribe and post to the Communication Forums.](#)

**Ask the Professor**

This communication forum provides you with an opportunity to ask your professor general or course content questions. Questions may focus on Blackboard locations of online course components, textbook or course content elaboration, additional guidance on assessment requirements, or general advice from other students.

Questions that are specific in nature, such as inquiries regarding assessment/assignment grades or personal accommodation requests, are NOT to be posted on this forum. If you have questions, comments, or concerns of a non-public nature, please feel free to email your professor. Responses to your post will be addressed or emailed by the professor within 48 hours.

Before posting, please ensure that you have read all relevant course documentation, including the syllabus, assessment/assignment instructions, faculty feedback, and other important information.

**Student Break Room**

This communication forum allows for casual conversation with your classmates. Communication on this forum should always maintain a standard of appropriateness and respect for your fellow classmates. This forum should NOT be used to share assessment answers.
Grading

Discussion Board (8 @ 2%)  = 16%
Unit Assessments (8 @ 10.5%) = 84%
Total  = 100%

Course Schedule/Checklist (PLEASE PRINT)

The following pages contain a printable Course Schedule to assist you through this course. By following this schedule, you will be assured that you will complete the course within the time allotted.
By following this schedule, you will be assured that you will complete the course within the time allotted. Please keep this schedule for reference as you progress through your course.

### Unit I: Introduction: Operations and Project Management

<table>
<thead>
<tr>
<th>Review:</th>
<th>Unit Study Guide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning Activities (Non-Graded):</td>
<td>See Student CD-ROM for Self-Study quizzes and Practice Problems assistance on assigned chapters</td>
</tr>
<tr>
<td>Read:</td>
<td>Chapter 1: Operations and Productivity</td>
</tr>
<tr>
<td></td>
<td>Chapter 2: Operations Strategy in a Global Environment</td>
</tr>
<tr>
<td></td>
<td>Chapter 3: Project Management</td>
</tr>
<tr>
<td>Discuss:</td>
<td>Discussion Board Response: Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)</td>
</tr>
<tr>
<td>Submit:</td>
<td>Assessment by Tuesday, Midnight (Central Time)</td>
</tr>
</tbody>
</table>

Notes/Goals:

### Unit II: Designing Operations: Product Design

<table>
<thead>
<tr>
<th>Review:</th>
<th>Unit Study Guide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning Activities (Non-Graded):</td>
<td>See Student CD-ROM for Self-Study quizzes and Practice Problems assistance on assigned chapters</td>
</tr>
<tr>
<td>Read:</td>
<td>Chapter 4: Forecasting</td>
</tr>
<tr>
<td></td>
<td>Chapter 5: Design of Goods and Services</td>
</tr>
<tr>
<td>Discuss:</td>
<td>Discussion Board Response: Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)</td>
</tr>
<tr>
<td></td>
<td>Discussion Board Comment: Comment on another student’s Discussion Board response by Tuesday, Midnight (Central Time)</td>
</tr>
<tr>
<td>Submit:</td>
<td>Assessment by Tuesday, Midnight (Central Time)</td>
</tr>
</tbody>
</table>

Notes/Goals:
# BBA 4851, Production Management

## Course Schedule

### Unit III

**Designing Operations: Managing Quality & Process Strategy**

**Review:**
- Unit Study Guide
- **Learning Activities (Non-Graded):** See Student CD-ROM for Self-Study quizzes and Practice Problems assistance on assigned chapters

**Read:**
- Chapter 6: Managing Quality
- Supplement 6: Statistical Process Control
- Chapter 7: Process Strategy
- Supplement 7: Capacity Planning

**Discuss:**
- Discussion Board Response: Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)
- Discussion Board Comment: Comment on another student’s Discussion Board response by Tuesday, Midnight (Central Time)

**Submit:**
- Assessment by Tuesday, Midnight (Central Time)

**Notes/Goals:**

### Unit IV

**Designing Operations: Location and Layout Strategies, Human Resources & Job Design**

**Review:**
- Unit Study Guide
- **Learning Activities (Non-Graded):** See Student CD-ROM for Self-Study quizzes and Practice Problems assistance on assigned chapters

**Read:**
- Chapter 8: Location Strategies
- Chapter 9: Layout Strategies
- Chapter 10: Human Resources and Job Design
- Supplement 10: Work Measurement

**Discuss:**
- Discussion Board Response: Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)
- Discussion Board Comment: Comment on another student’s Discussion Board response by Tuesday, Midnight (Central Time)

**Submit:**
- Assessment by Tuesday, Midnight (Central Time)

**Notes/Goals:**
<table>
<thead>
<tr>
<th>Unit V</th>
<th>Managing Operations: Supply Chain and Inventory Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review:</td>
<td>Unit Study Guide</td>
</tr>
<tr>
<td></td>
<td>Learning Activities (Non-Graded): See Student CD-ROM for Self-Study quizzes and Practice Problems assistance on assigned chapters</td>
</tr>
<tr>
<td>Read:</td>
<td>Chapter 11: Supply Chain Management</td>
</tr>
<tr>
<td></td>
<td>Supplement 11: Outsourcing as a Supply Chain Strategy</td>
</tr>
<tr>
<td></td>
<td>Chapter 12: Inventory Management</td>
</tr>
<tr>
<td>Discuss:</td>
<td>Discussion Board Response: Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)</td>
</tr>
<tr>
<td></td>
<td>Discussion Board Comment: Comment on another student's Discussion Board response by Tuesday, Midnight (Central Time)</td>
</tr>
<tr>
<td>Submit:</td>
<td>Assessment by Tuesday, Midnight (Central Time)</td>
</tr>
</tbody>
</table>

Notes/Goals:

<table>
<thead>
<tr>
<th>Unit VI</th>
<th>Managing Operations: Aggregate and Material Requirements Planning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review:</td>
<td>Unit Study Guide</td>
</tr>
<tr>
<td></td>
<td>Learning Activities (Non-Graded): See Student CD-ROM for Self-Study quizzes and Practice Problems assistance on assigned chapters</td>
</tr>
<tr>
<td>Read:</td>
<td>Chapter 13: Aggregate Planning</td>
</tr>
<tr>
<td></td>
<td>Chapter 14: Material Requirements Planning (MRP) and ERP</td>
</tr>
<tr>
<td>Discuss:</td>
<td>Discussion Board Response: Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)</td>
</tr>
<tr>
<td></td>
<td>Discussion Board Comment: Comment on another student's Discussion Board response by Tuesday, Midnight (Central Time)</td>
</tr>
<tr>
<td>Submit:</td>
<td>Assessment by Tuesday, Midnight (Central Time)</td>
</tr>
</tbody>
</table>

Notes/Goals:
# Unit VII
Managing Operations: Scheduling, JIT & Lean Production Systems, and Maintenance & Reliability

**Review:**
- Unit Study Guide
- **Learning Activities (Non-Graded):** See Student CD-ROM for Self-Study quizzes and Practice Problems assistance on assigned chapters

**Read:**
- Chapter 15: Short-Term Scheduling
- Chapter 16: JIT and Lean Operations
- Chapter 17: Maintenance and Reliability

**Discuss:**
- **Discussion Board Response:** Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)
- **Discussion Board Comment:** Comment on another student’s Discussion Board response by Tuesday, Midnight (Central Time)

**Submit:**
- **Assessment** by Tuesday, Midnight (Central Time)

---

# Unit VIII
Decision-Making Tools

**Review:**
- Unit Study Guide
- **Learning Activities (Non-Graded):** See Student CD-ROM for Self-Study quizzes and Practice Problems assistance on assigned chapters

**Read:**
- Quantitative Module A: Decision-Making Tools

**Discuss:**
- **Discussion Board Response:** Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)
- **Discussion Board Comment:** Comment on another student’s Discussion Board response by Tuesday, Midnight (Central Time)

**Submit:**
- **Assessment** by Tuesday, Midnight (Central Time)