

**Management 4000 (MGMT 4000)--Integrated Resource Management**  
**Fall, 2007**  
**Wednesday, (5:45 – 8:45 pm)**

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**Description**

Operations Management is the functional area of business devoted to the **management** of an organization's **resources to create products and services**. The set of resources includes an organization's facilities, work-force, equipment, and materials. Operations Management issues permeate all levels of an organization's decision making from the long-term strategic to the tactical day-to-day operations.

The focus of this course includes the usual management cycle of **planning, implementing, and monitoring/controlling**. In addition, this course places special emphasis on the **continuous improvement** of these processes. In light of an existing environment characterized by changing product demand, technological innovation, changing work force demographics, and international competitive forces, the long-term and short-term planning for an organization's resources represents a critical challenge to an organization's very survival.

Even if you are not planning a career in operations management, most top managers would agree that it is important that you understand it. They're right! Many of the topics we study, such as scheduling and forecasting, are important in most business functions. Other topics, especially quality, are simply considered a part of basic business literacy. Most business people, including your future boss, understand them. You should too! Furthermore, the majority of employees in most big businesses are operations people. Understanding the world from their perspective will give you a leg up in your career. Most people who take the class find out they like operations a lot more than they expected. I hope you do to!

**Some questions to be addressed in this course include:**

- (1) How does the customer fit into operations strategy?
- (2) How is globalization affecting business and operations strategies?
- (3) What effect are new technologies having on the utilization of an organization's resources?
- (4) How has the concept of quality management changed, and how does it affect operations?
- (5) Why is continuous improvement in the operations management function necessary for an organization to remain competitive?

**Texts**

Production and Operations Management: Manufacturing and Services, 11<sup>th</sup> Edition, by Chase, Aquilano, and Jacobs.  
The Goal, by Eliyahu M. Goldratt and Jeff Cox.

**Grading**

The grade received in the course will be based on three examinations (two preliminary examinations and one final examination) and homework/quizzes using the weighting system listed below:

**Exams (85%)**

The weights and tentative examination dates are as follows:

Exam I	(25%)
Exam II	(25%)
Final Exam	(35%)

**Homework/Quizzes Block (15%)**

Homework may consist of assigned readings in the textbook or selected problems assigned in class. Short answer and essay type questions, as well as numerical problems may be assigned for homework. Most homework assignments will be graded as extra credits which will be blended in with the two scheduled quizzes. Missed homework credits will not be made up.

### Weekly Schedule for Management 4000

All readings should be completed prior to the start of class on the specified day.

Date	Week Number	Topic	Required Reading	Subject Matter
8/22	1	Introduction to Ops Mgt.	Chapter 1	Operations Strategy & Managing Change
8/29	2	Operation Strategy & Competitiveness	Chapter 2	Operations Strategy & Managing Change
9/05	3	Project Management	Chapter 3	Operations Strategy & Managing Change
9/12	4	Quiz #1	Chapters 1,2,3	
9/12	4	Product Design	Chapter 4	Process Selection & Design
9/19	5	Manufacturing Process Selection & Design	Chapter 6	Process Selection & Design
9/26 ***	6	<b>Examination I</b>	Chapters 1,2,3,4,6	
10/03	7	Quality Management	Chapter 8	Process Selection & Design
10/10	8	Supply Chain Strategy	Chapter 10	Supply Chain Design
10/17	9	Strategic Capacity Planning	Chapter 11	Supply Chain Design
10/24	10	Lean Production	Chapter 12	Supply Chain Design
10/31 ***	11	<b>Examination II</b>	Chapters 8,10,11,12	
11/07	12	Forecasting & Inventory Control	Chapter 13,15	Planning and Controlling the Supply Chain
11/14	13	Materials Requirements Planning	Chapter 16	Planning and Controlling the Supply Chain
11/21		Thanksgiving Break		
11/28	14	Quiz #2	Chapters 13,15,16	
11/28	14	Operations Consulting & Reengineering	Chapter 9	Planning and Controlling the Supply Chain
12/05	15	Synchronous Mfg & Theory of Constraints	Chapter 18, The Goal	Planning and Controlling the Supply Chain
TBA		<b>Final Exam</b>	Chapter 13,15,16,9,18	

#### Note on schedule changes

This syllabus, including the Class Schedule, provides a general plan for the course; deviations may be necessary. These may include rescheduling of exams or quizzes. Changes will be announced in class. If you are absent from class, it is your responsibility to learn about any schedule revisions or homework announcements.

#### Academic Honesty

Students are expected to conduct themselves according to the standards of honesty outlined in the Student Handbook and the Undergraduate Catalogue. Knowledge of the standards is your responsibility. Failure to have actual knowledge that an act violates the rules is no defense. It is suggested that you read a copy of the brochure "A Culture of Honesty." Any student suspected of academic dishonesty will be reported to the student judiciary (Office of the VP for Academic Affairs).

**Student information forms, etc.**

We will meet in class 15 times. With this limited number of meetings, it is often difficult to learn the faces and names of 50 people. To assist my memory, students must provide a 4x6 index card with a recognizable picture stapled to it. At minimum, include your name, hometown, and declared major, but feel free to be creative. These should be turned in by the beginning of the second class period.

**Note on Feedback**

One of the best ways to improve performance in any endeavor is through the use of voluntary, constructive suggestions. I welcome your suggestions any time on how the class going for you. I will try to implement as many suggestions as possible.

For administrative issues, the best way to contact me is by email, which I check daily Monday thru Friday. The best forum for resolving questions you have about course material is in the class itself.

**Attendance Policy**

Attendance is highly recommended. There is no substitute for class attendance. You are responsible for all of the information presented, ideas discussed and general business conducted in each class.

Make-up quizzes will not normally be given. At the instructor’s discretion, appointments can be made to take quizzes and exams in cases of excused absences. Generally these are limited to serious illness and family tragedy. Absences due to routine illnesses and job interviews generally are not excused.

In order to have an absence excused, please contact the VP for Student Affairs (542-3654). They will contact the instructor if they excuse the absence. It is your responsibility to follow-up with the instructor, should you decide to do so.

The instructor reserves the right to administratively withdraw students for excessive absences.

**Grading Scale**

Grade	Letter
94-100	A
90-93	A-
87-89	B+
83-86	B
80-82	B-
77-79	C+
73-76	C
70-72	C-
67-69	D+
63-66	D
60-62	D-
0 - 59	F