

Blackstone

MGMT4000
Tuesday & Thursday 11:00 a.m.
Syllabus

Spring, 2008

Office: 410 Brooks Hall
 706-549-7272 (Home) 706-542-3718 (Office)

Office hours 10:00 – 11:00 Tuesday and Thursday and by appointment

E-mail: jblackst@terry.uga.edu

The objective of this course is to introduce the student to the emerging total systems paradigm in operations management including three approaches: **theory of constraints, just-in-time, and total quality management**. The course covers single product output (projects) and multi-product operations.. Tools are provided for the continuous improvement of operations and a term project will be completed using these tools.

Students are expected to read and conform to the “A Culture of Honesty”.
Academic honesty violations will be reported to the Office of the Vice President for Instruction.

Texts: Cox, Blackstone, Schleier, Managing Operations, (CBS)
 Ronen, Plaskin, Pass, Focused Operations Management for Health Services Operations (RPP)

Both textbooks will be used extensively in lectures.

Grading: Homework	10%
Mid-term exam	45%
Comprehensive Final	45%

Grading Policy:

93 – 100	A
90 – 92	A-
87 – 89	B+
83 - 86	B
80 – 82	B-
77 – 79	C+
72 – 76	C
70 - 71	C-
60 – 69	D
Below 60	F

Homework assignments are as follows:

<u>Assignment</u>	<u>Value</u>	<u>Group?</u>
Product Mix Decision (Feb. 12)	3%	Group of 2 – 3
Current Reality Tree (Feb. 14)	3%	Group of 2 – 3
Evaporating Cloud (Feb. 21)	4%	Group of 2 – 3
	10%	

Examinations are scheduled as follows:

<u>Date</u>	<u>Topics</u>	<u>Value</u>
Feb 28	BSM, Systems, Focusing Steps, CRT, EC	45%
Final	TQM, Lean, Projects, Forecasting, Measures	45%
	Total value	90%

Tentative Schedule

Day	Date	Topic	Reading, <i>WebCT</i>
Tu	Jan. 8	Introduction to Course	CBS, 1. <i>Course</i>
Introduction			
Th	Jan. 10	Business System Model, Systems	CBS, 1, 32-52, <i>RPP1, RPP2</i>
Tu	Jan. 15	View tape of <u>The Goal</u>	
Th	Jan. 17	Discussion of <u>The Goal</u>	RPP, 4, <i>RPP4, Goal Tape</i>
Review			
Tu	Jan. 22	Pareto Analysis, Management by Constraints	RPP, 3, <i>RPP3</i>
Th	Jan. 24	Line Simulator	CBS 13
Tu	Jan. 29	Product Mix - The PQ Problem	CBS 8, <i>PQ Lecture</i>
Th	Jan. 31	Mgmt by Constraints – Bottlenecks	RPP 5, <i>RPP 5</i>
Tu	Feb. 5	Mgmt by Constraints – Market	RPP 6, <i>RPP 6</i>
Th	Feb. 7	Current Reality Tree	RPP 7, CBS 2, <i>RPP 7</i>
Tu	Feb. 12	Group Builds CRT from Ch 1, <u>The Goal</u>	
Tu	Feb. 12	Product Mix Homework Due	
Th	Feb. 14	Volunteers present Current Reality Trees	
Th	Feb. 14	Current Reality Tree Homework Due	
Tu	Feb. 19	Conflict Resolution Diagram	RPP 8, CBS 2, <i>RPP 8</i>
Th	Feb. 21	Volunteers present Evaporating Clouds (CRD)	<i>Paradigm Shifts</i>
Th	Feb. 21	Evaporating Cloud Homework Due	
Tu	Feb. 26	Review for mid-term exam	
Th	Feb. 28	Mid-term exam	
Tu	Mar. 4	Review mid-term, Quality Defined	CBS 3, <i>CBS 3</i>
Th	Mar. 6	Quality Theorists	CBS 3, <i>Foster_quality theory</i>
Tu	Mar. 18	Quality Theorists continued	<i>Foster_quality theory</i>
Th	Mar. 20	Quality awards, RPP on quality	RPP 17, <i>Foster_quality</i>
awards			
Tu	Mar. 25	Six-sigma	<i>Foster_six sigma</i>
Th	Mar. 27	Lean (JIT)	CBS 2, RPP 11-12, <i>Lean V2</i>
Tu	Apr. 1	Lean continued	<i>Lean V2</i>
Th	Apr. 3	Project scheduling	<i>Projects part 1</i>
Tu	Apr. 8	Project scheduling	<i>Projects part 2</i>
Th	Apr. 10	Project management	<i>Projects part 3</i>
Tu	Apr. 15	Forecasting	<i>Forecasting and Master Scheduling</i>
Th	Apr. 17	Forecasting	<i>Forecasting and Master Scheduling</i>
Tu	Apr. 22	Measures	<i>Measurements lecture</i>
Th	Apr. 24	Buffer	
Th	May 1	Final 12 - 3	