

College of Business & Public Management

University of La Verne Management of Business Operations BUS 675 Online

INSTRUCTOR: Mehdi Beheshtian.
PHONE: 909-448-7090
E-MAIL: [Dr. B \(mbeheshtian@laverne.edu\)](mailto:Dr. B (mbeheshtian@laverne.edu))
OFFICE: LAC 224D
HOURS: Online Through Email (24/7)
In person by appointment

PREREQUISITE: BUS500C or undergraduate Statistics course.

OBJECTIVES:

The intent of this course is to further provide management and analytical concepts/tools for supplementing the management of operations and the decision-making process within the scope of the supply chain. Decision-making regarding operational issues is one of the most common tasks within organizations. It often times encompasses both strategies and quantitative analyses as part of the decision-making process. This course will enhance students' ability to understand the management issues in order to make good operational decisions within the supply chain. Coverage is topical and will include the general operations management framework, process and quality management (Statistical Process Control, TQM, and Six Sigma), lean manufacturing, supply chain issues, inventory management, logistics/distribution networks, and third-party logistics.

At the end of this course, you will:

- Understand what is involved in operation of a business for good manufacturing companies and service organizations.
- Have a basic understanding of operations management models and channels, including productivity, capacity, logistics, and inventory management.
- Understand how operations department interacts with other departments (finance and marketing).
- Understand the complexities of operations management for a global environment.
- Be familiar with basic operational issues, such as the problem of forecasting, MRP, capacity planning, logistics, inventory management, and quality management.
- Be familiar with certification process for quality management through TQM and six-sigma.
- Understand issues surrounding application of technology in operations management (ERP, JIT, etc.)

GRADING:

Discussion Board Topics (3% each week for 8 weeks)	24%
Final Exam	40%
Current issues in Operation Management and SCM	4%
Group Assignments	12%
Group Course Project	20%

Total	100%

LEARNING METHODOLOGY AND COURSE ACTIVITIES:

This is an online class. Selected topics involving the management of operations will be covered via reading materials, lectures, research works via websites, and course project. This is a course that utilizes the courseware Blackboard.

The course is organized by weeks. For each week specific topics will be covered. For each week you will find the course materials under “Lectures” and the course activities will typically be carried out in Discussion Board of each week in Blackboard.

TEXTBOOK & COURSE MATERIALS:**Highly recommended (semi required):**

Operations and Supply Chain Management latest edition

by Roberta S. Russell and Bernard W. Taylor

Publisher: Wiley

ISBN-13: 9781118462676

This book is available as an E-book.

For reference only:

- “Operations Management” 10th Ed. Or the latest, Stevenson, W. McGraw-Hill-Irwin.
- “Designing & Managing the Supply Chain – Concepts, Strategies, & Case Studies,” Simchi-Levi, Kaminsky, Simchi-Levi, McGraw-Hill/Irwin.
- “Six Sigma for Dummies”, Wiley Publishing, Inc.

Final Exam:

There will be a final exam.

Assignments:

There are 3 or 4 assignments. Students will form groups of 3 to 4 to participate in assignments

Group Project:

The main purpose of the project is to analyze how an organization/industry utilizes one or more operations management strategies (TQM, 6sigma, Inventory management, Capacity planning, etc.) and rationale behind it, including the development of such systems for existing companies. Preference is given to the company that you are working for.

Students will form groups of 3 or 4 members the first week of class based on background and compatibility. Each group will be responsible for preparing a written report of the project (report format will be posted online) and conduct an online class presentation on that project.

Instructor's Discussion Board Topics:

Throughout the term, the instructor will post discussion topics in the Discussion Board for students to respond and discuss. This will usually require the student to (in addition to reading the chapter and PPT lecture) do some research work so as to be able to respond to the questions. For example, you may be asked to research and describe how your organization (or a division of it) handles quality after our lecture on quality management.

Each week when I post one or more questions, you are supposed to answer to those questions. In addition to that, you should comment or reply to others in that week participation (1 or 2 points for answering questions and 1 or 2 points for comments or reply to at least 2 others postings, the total points for each week is 3).

In addition to each week's participation, you are encouraged to post an emerging topic in Operations Management in the Discussion Board. This will usually require the student to do some research work so as to be able to post something interesting. It is of utmost importance and students are to participate in all such opportunities within reason. For example, when you come across interesting articles in a magazine or website, you should present it in a discussion board topic called "Emerging Technologies" and post the link to the original article. Others should review it and provide comment/feedback/question.

You are supposed to post one or 2 original posts and respond to 2 or 3 other postings (5 points for one major or two original postings and 4 points for replying or commenting other postings (a minimum of 3).

WEEK	TOPICS
1	Operations Management Framework, Productivity, and Strategy
2&3	Process and Quality Management. ISO (9000, 14000, etc.) Statistical Process Control (SPC) TQM and Six Sigma approaches in operations management.
4	Supply Chain Management and Collaborative Planning, Forecasting, and Replenishment (CPFR)
5	Logistics and transportation networks
6	Inventory Management
7	Aggregate Planning. Resource Planning: MRP, DRP, CRP, and ERM
8	Lean Manufacturing (JIT)
9	Group projects presentations.
10	Final Exam

NOTE: The schedule is tentative and may change as per the dynamics of the situation.

UNIVERSITY ACADEMIC POLICY AND HONESTY:

Please also consult the current University catalog for University Mission and guidelines.