Capital University of Economics and Business
Overseas Chinese College
Course Syllabus

Year and Semester	2019 Fall (August 30, 2019 - January 12, 2020)
Course Name	Operations Management
Course Code	CMAG322
Course Type	☐ General Education (Required) ☐ General Education (Elective) ☐ Professional Course (Required) ☐ Professional Course (Elective) ☑ Basic Disciplinary Course
Course Credits	3
Course Hours	48
Prerequisites	None
Instructor	Zheng Zheng (Amy Zheng)
Contact Information	Office: C204 Tele: (010)83951085 Email: zhengzheng@cueb.edu.cn
Office Hour	M: 13:00—14:00; T: 15:30—17:30; W: 11:00—12:00; F: 10:00—12:00
Learning Centre	T: 10:00—12:00 & 18:00—20:00
Grade/Section	2017CFA/Y04; 2017BA/Y01; 2017ACCA/Y02
Course Time/Place	M: 8:00—9:50 & W: 10:10—11:00 / A106 Y04 W: 8:00—9:50 & F: 14:30—15:20/ 5#204 Y01 T: 13:30—15:20 & F: 13:30—14:20/ 5#212 Y02

Textbook

F.Robert Jacobs, Richard B. *Chase. Operations and Supply Chain Management, 13th Edition.* McGraw-Hill Education (Asia) and China Machine Press, ISBN 978-7-111-32874-2.

Reference Book

1. William J. Stevenson. *Operations Management, 12th Edition.* McGraw-Hill Education (Asia) and China Machine Press, ISBN 978-7-111-51636-1.

Course Description

This course provides an introduction to the design, planning and control of the manufacturing and service systems required to transform an organization's inputs into useful goods and services. Managerial challenges in product and service design, capacity planning, process analysis, production processes, quality control, supply chain processes, and inventory control are considered.

Student Learning Objectives

After completing this course, students will be able to:

- Gain an understanding of the strategic importance of effective operations management
- Develop an understanding of the nature of operations
- Identify and analyze the major issues involved in the management of operation systems
- Gain an understanding of the decision making approaches
- Change your view of your interactions with operations systems

Website Source

1. https://www.ft.com/

Teaching Methods

This course contains lectures, class discussions, homework, quizzes, presentation and exams. Textbook content will be introduced first. Then practice questions will be delivered to students as a way to test their understanding of the knowledge. This will require individual or group assignment in or after class.

Grade Criterion

Component	Weight	Description
Final Exam	20%	A cumulative final examination will be given based on all of the contents of the class. The exam paper may be composed of multiple-choice questions, true or false questions, short answer questions, and calculations. Students should rely primarily on in-class exercises to give them a sense of what they may see for material on exams.
Mid-Term Test	20%	A cumulative midterm test will be given based on all of the contents that have been taught in class. The test paper may be an open-book test in any form.
Homework	15%	Most of the assigned homework is taken from the Exercises in the textbook. Assignments will be collected at the clearly stated date. Late assignments will not be accepted. The graded assignments will be kept by the tutor for reference and won't be returned to students.
Quizzes	15%	There will be at least 2 quizzes during the semester. Quizzes may or may not be announced in advance. It may also be used as a way to check the attendance. Quizzes will test your knowledge of both concepts and the application of those concepts.
Presentation	10%	The students will be divided into several groups to prepare a presentation. Each student is required to be involved in the presentation. The topics can be selected from the textbook or lectures. Each group need to finish a PPT related to the topic which is given and hand in the related resources to the teacher before the presentation.
Participation	10%	Individuals will be asked to participate individually in a question and answer at least 5 times during the semester. The performances should be counted in their participation.
Attendance	10%	Refer to attendance policy listed below
Total	100%	

Detailed Grade Computation

	Before Midterm	After Midterm
Attendance	5%	5%
Participation	5%	5%
Homework	5%	10%
Quizzes	5%	10%
Presentation		10%
Midterm test	20%	
Final exam		20%
Total	40%	60%

Grading Policy

A+ 97-100	A 93-96	A- 90–92	B+ 87-89	B 83-86	B- 80–82
C+ 75-79	C 70-74	C- 67–69	D+ 63–66	D 62-60	F 0- 59

Exam Schedule

Midterm Test: October 28 — November 1, 2019;
Final Exam: January 1-10, 2020

Assessment of Student Performance

☞ ***Self-Study and Reading Ability Practice***

Instructor will give out the chapters or the reference books to read and use class hours to have discussion; students should be able to show a proactive attitude and ability for self-study and reading. Knowledge and oral English will be elements of homework or presentation score.

☞ ***Homework***

Students should finish their homework by themselves. Copying from others will be treated as cheating and the homework scores may received a zero. Students should hand in all assignments on time. Late assignments will be accepted at the discretion of the instructor (i.e., when the student was ill or had an excused absence). Late assignments without reasonable proof will be reduced in score by 50%.

☞ ***Attendance***

Because the course covers a great deal of material, attending every class session is very important for performing well.

- Being late for 15 minutes or more is considered an absence.
- Five hours or above of unexcused absences will result in the lower level of the final grade by one grade band (e.g. from C– to D+). Any excused absence must be discussed directly with the teacher.
- Absence which is more than 1/3 of the total teaching hours will cause an F (a failing grade) directly.
- An incomplete grade (I) will be considered in case of medical or family emergencies.

☞ ***Participation***

- Students should participate in classes actively. Half of participation grade is determined by their presentation in class. They are encouraged to ask questions relevant to the subject and express their own opinions. Every student should respect the ideas, opinions, and questions of their classmates.

- Students should also use office hours to ask questions or talk with the instructor for good communication and effective learning.
- Frequent visiting the instructor and chatting in English during office hours is highly recommended.
- Any misbehavior and non-class related activities in class will result in the lower level of the participation grade, including ringing cell phones.
- All above behaviors will be solely evaluated by the instructor for scoring.

☞ ***Textbook***

Students must bring the textbook to class.

Topical Course Outline

Week	Date	Topics	Homework
1	Sep.3	● Syllabus ● Chapter 1 • The concept of operations and supply chain • Operations and supply chain processes • Differences between services and goods	Search for careers in OSCM
	Sep.6	● Chapter 1 • Development of operations management ● Exercises for Ch 1 and explanation	——
2	Sep.10	● Chapter 2 • The triple bottom line • Competitive dimensions • Order winners and order qualifiers	——
	Sep.13*	(Mid-Autumn Festival)	——
3	Sep.17	● Chapter 3 • The product design process • The product development process • Designing service products	——
	Sep.20	● Chapter 3 • Case Study ● Exercises for Ch 3 and explanation	——
4	Sep.24	● Chapter 4 • Capacity planning concepts • Determine capacity requirements	——
	Sep.27	● Chapter 4 • Capacity utilization and service quality ● Exercises for Ch 4 and explanation	——
5	Oct.1	(National Day Holiday)*	——
	Oct.4	(National Day Holiday)*	——
6	Oct.8	● Chapter 5 • Types of processes • Production process mapping and Little's law	——
	Oct.11	● **Quiz 1 (tentative)**	——
7	Oct.15	● Chapter 5 • Process analysis examples	——
	Oct.18	● Chapter 5 • Case Study ● Exercises for Ch 5 and explanation	
8	Oct.22	● Chapter 6	——

		•Production processes •Production layout	
	Oct.25	● Chapter 6 •Design production system ● Exercises for Ch 6 and explanation	——
9	Oct.29	● Mid-term test (tentative)	——
	Nov.1	● Mid-term test (tentative)	——
10	Nov.4	● Chapter 9 •Total quality management •Quality specification and quality costs •Six-sigma quality	——
	Nov. 6	● Chapter 9 •External benchmarking ● Exercises for Ch 9 and explanation	——
11	Nov.12	● Chapter 11 •Outsourcing •The bullet effect •Case study	——
	Nov.15	● Chapter 11 •Total cost of ownership ● Exercises for Ch 11 and explanation	——
12	Nov.19	● Chapter 12 •Logistics •Facility location •Plant location methods	——
	Nov.22	● Chapter 12 •Locating service facilities ● Exercises for Ch 12 and explanation	——
13	Nov.26	● **Quiz 2 (tentative)** ● Chapter 13 •Lean production •Kanban system	——
	Nov.29	● Exercises for Ch 13 and explanation	——
14	Dec.3	●Chapter 17 •Definition and purposes of inventory •Independent and dependent demand	——
	Dec.6	● Chapter 17 •Inventory systems	——
15	Dec.10	● Chapter 17 •Inventory systems	——
	Dec.13	● Exercises for Ch 17 and explanation	——
16	Dec.17	● Presentation	——
	Dec.20	● Presentation	——
17	Dec.24	● Final review	——
	Dec.27	● Final review (*A review in Chinese may be hold in this class for all chapters learned**)	——

Note: 1. Some chapters or sections may leave for self-study, this is the students' duty to learn and understand, they may also be included in the quizzes or exams.

2. A review in Chinese may be hold in class or during OH or LC in this semester.

3. Some assignments may be given to students in each week.

Teacher's Office Hour

- The instructor's office hour is shown in the front of the office door.
- Students are suggested to use the instructor's office hour and learning center to ask questions or talk with the instructor once at least per week for good communication and effective learning, which is recorded in the students' participation.
- The time can be scheduled by instructors or students, or both.

Cheating and Plagiarism

Cheating is not tolerated. Any student caught cheating on a quiz; test or exam will be given a mark of zero (0) for the particular work. At the beginning of the semester the definition of plagiarism will be carefully explained, when any thoughts or writings of another person are used, they must be clearly identified (usually one uses quotation marks) and the source notes. **If any student is caught cheating on any homework assignment, the highest score the student can earn in that course is a "C".**

Important Dates

Fall Semester, 2019	**August 30, 2019 — January 12, 2020**
Aug.30	Registration
Sep.2	Classes Begin
Sep.6	Last Day to Drop or Add a Course
Sep.7 - 20	Freshmen's Military Training
Sep.23	Classes Begin（Freshmen）
Sep.13	Mid-Autumn Festival (tentative)
Oct.1	National Day Holiday (tentative)
Oct.28 - Nov. 1	Mid-term Test (tentative)
Jan.1, 2020	New Year's Day Holiday (tentative)
Jan.1-10	Final Exam Period
Jan.13	Winter Vacation Begins

Note: *This syllabus is tentative and may be changed or modified throughout the semester. All students will be notified and a new syllabus will be given.*

Instructor: _____ **Department Head: _____**