



Nanchang University BQOM 22: Operations Management

Credit: 4

Contact Hours

This course is composed of 24 lecture sessions, 3 tutorial sessions and 9 office contact hours. Each lecture session takes 2 contact hours in length; each tutorial session takes 3 contact hours in length; There will be a Q-A review session (3 contact hours) and Final Exam (3 contact hours) at the end of this term. This course has 72 contact hours in total.

Course Description

The overall objective of this course is to provide you, the student, with the clear understanding of two key topics:

1. How functional areas within the firm coordinate their activities to convert inputs (raw materials, labor, capital, intellectual property, brand value, etc.) into customer-valued outputs (products and services)
2. Specific operations management techniques and methodologies employed by businesses to achieve sustainable competitive advantage in the marketplace.

Required Textbook

Operations Management, Jay Heizer and Barry Render, Pearson, (2010), 10th edition.

Grading

- Participation 10%
- 3 Quizzes 10% each
- Group Project 10%
- Midterm 20%
- Final Exam 30%

A+ 96-100	A 90-95	A- 85-89
B+ 82-84	B 78-81	B- 75-77
C+ 71-74	C 66-70	C- 62-65
D 60-61	F < 60	



Course Schedule

The course has 24 class sessions in total. All sessions are 2 contact hours in length. At the end of this term, there will be a Q-A review session(3 contact hours) and Final Exam (3 contact hours).

Note: the course outline and required readings are subject to change.

Class 1:

Course introduction, project discussion and team formation

Chapter 1: Operations and Productivity

Class 2:

Project team formation completed

Chapter 2: Operations Strategy in a Global Environment

Class 3:

Review of Modules (Appendix, Part IV)

Chapter 3: Project Management

Class 4:

Chapter 4: Forecasting

Class 5:

Chapter 5: Design of Goods & Services

Review for Quiz No. 1

Class 6:

Quiz No. 1

Class 7:

Chapter 6: Managing Quality

Class 8:

Chapter 7: Process Strategy Capacity and Constraint Management

Class 9

Chapter 7: Process Strategy Capacity and Constraint Management (Cont.)

Class 10:

Chapter 8: Location Strategies

Review for the Midterm

Class 11:

Midterm (Chapters 1-8)



Class 12:

Review of the Midterm

Chapter 9: Layout Strategies

Class 13:

Chapter 10: Human Resources, Job Design, and Work Measurement

Class 14:

Chapter 1: Supply Chain Management

Review for Quiz No. 2

Class 15:

Quiz No. 2

Class 16:

Outsourcing

Chapter 12: Inventory Management

Class 17:

Chapter 13: Aggregate Planning

Class 18:

Chapter 14: MRP & ERP

Class 19:

Chapter 14: MRP & ERP, continued

Review for Quiz No. 3

Class 20:

Quiz No. 3

Class 21:

Chapter 15: Short Term Scheduling

Class 22:

Chapter 16: JIT and Lean Operations

Class 23:

Group Project presentation (s) and evaluation (s)

Class 24:

Chapter 17: Maintenance & Reliability

Attending Policy



Regular and prompt attendance is required. Under ordinary circumstances, you may miss two times without penalty. Each absence over this number will lower your course grade by a third of a letter and missing more than five classes may lead to a failing grade in the course. Arriving late and/or leaving before the end of the class period are equivalent to absences.

Policy on “Late Withdrawals”

In accordance with university policy, appeals for late withdrawal will be approved **ONLY** in case of medical emergency and similar crises.

Academic Honesty

Nanchang University expects all students to do their own work. Instructors will fail assignments that show evidence of plagiarism or other forms of cheating, and will also report the student's name to the University administration. A student reported to the University for cheating is placed on disciplinary probation; a student reported twice is suspended or expelled.

General Expectations:

Students are expected to:

- Attend all classes and be responsible for all materials covered in class and otherwise assigned;
- Complete the day's required reading and assignments before class;
- Review the previous day's notes before class and make notes about questions you have about the previous class or the day's reading;
- Participate in class discussions and complete required written work on time;
- Refrain from texting, phoning or engaging in computer activities unrelated to class during the class period;
- While class participation is welcome, even required, you are expected to refrain from private conversations during the class period.

Special Needs or Assistance

Please contact the Administrative Office immediately if you have a learning disability, a medical issue, or any other type of problem that prevents professors from seeing you have learned the course material. Our goal is to help you learn, not to penalize you for issues which mask your learning.