

Course: Operations Management (BUS 346)
Term: Fall 2022
Days and Times: Monday and Wednesday 3:30 pm - 4:50 pm
Classroom: B105
Instructor: Chung-seung Lee
Email: chungseung.lee@stonybrook.edu
Office: B606
Office Hours: Monday and Wednesday 5:00 pm – 6:00 pm or by appointment

This syllabus is subject to change. Updates, if any, will be posted on Blackboard.

Course Description:

Through the course, students will develop an ability to understand key concepts in operations management, analyze performance of systems quantitatively, gain insights into performance characteristics, recognize various trade-offs in operations management decisions, and apply concepts and analytical methods to help you improve your firm/organization's operational performance.

Prerequisites: BUS Major/Minor or ISE Major: BUS 110, BUS 111, BUS 112 or BUS 115; BUS 215 or AMS 102 for non-business majors, and BUS 220.

Optional Textbooks & Materials: Course materials will be posted on Blackboard. If students would like to read a textbook, the following two are recommended:

- [S] *Operations Management*, 13th Edition; Stevenson, William J.; McGraw-Hill, 2015.
- [C] *Matching Supply with Demand: An Introduction to Operations Management*, 3rd Edition; Cachon, G., and Terwiesch, C. McGraw-Hill, 2012.

Why Do Business Students Take Operations Management? Throughout your career, you will often face situations in which a clear understanding of the role of operations management within a business organization will be essential. This course will demonstrate the strategic importance of the operations of all enterprises in the service, retail, manufacturing, and financial sectors, whether public or private, and whether for profit or not for profit. Throughout the course, you will:

- gain an appreciation for the interdependence of operations, finance, marketing, accounting, and human resources to achieve the strategic goals of all types of enterprises;
- become acquainted with concepts, tools, and methodologies used in the management of operations;
- learn how to apply these concepts, tools, and methodologies to model, solve and analyze problems encountered in the management of operations;
- gain skill in the use of statistical and spreadsheet software as a decision support tool.

Grading Information:

Exam 1	20%
Exam 2	25%
Exam 3	25%
Assignments	20%
Class attendance and participation	10%

- Exams (60% of the final grade): There will be three non-cumulative exams. The exams are closed-book and closed-note. If necessary, a formula sheet will be provided by the instructor. You may bring a non-communicating calculator and a ruler or straight edge to the exams. There will be **no makeup exams** except under **extreme conditions**. I will not give make-up exams without (1) an

advanced notice that you will miss the exam, and (2) a written documentation explaining the reason for your absence. I will judge the adequacy of the reason and the appropriateness of a make-up exam. **Missed exams will be assigned a grade of zero.**

- Assignments (20% of the final grade): There will be three assignments. You are allowed to work in a group of up to 3 people or by yourself. **Late submission will NOT be accepted.**
- Class attendance and participation (10% of the final grade): You are expected to attend every class and actively participate in discussions during class.
- Grading System: Your letter grade will be assigned based on the following scale:

Grade	A	A-	B+	B	B-	C+	C	C-	D+	D	F
Cutoff percentage	90	85	80	75	70	65	60	55	50	45	<45

Academic Integrity: Each student must pursue his or her academic goals honestly and be personally accountable for all submitted work. Representing another person's work as your own is always wrong. Faculty is required to report any suspected instances of academic dishonesty to the Academic Judiciary. Faculty in the Health Sciences Center (School of Health Technology Management, Nursing, Social Welfare, Dental Medicine) and School of Medicine are required to follow their school-specific procedures. For more comprehensive information on academic integrity, including categories of academic dishonesty please refer to the academic judiciary website at http://www.stonybrook.edu/commcms/academic_integrity/index.html.

The College of Business Statement Regarding Academic Dishonesty: The College of Business regards any act of academic dishonesty as a major violation punishable by severe penalties, including dismissal from the University. University policy requires that instructors and GAs report all suspected cases of academic dishonesty to the appropriate Academic Judiciary Committee, which is empowered to take a strong action against violators, including expulsion from the University. Please note that there is a link to the Academic Judiciary web site on the Blackboard home page. Under no circumstances will the College of Business permit cheating of any kind. Many activities constitute academic dishonesty. The following list is not inclusive, only suggestive:

- Cheating on exams or assignments by the use of books, electronic devices, notes, or other aids when these are not permitted, or by copying from another student.
- Collusion: two or more students helping one another on an exam or assignment when it is not permitted.
- Ringers: taking an exam for someone else, or permitting someone else to take one's exam. Submitting the same paper in more than one course without permission of the instructors.
- Plagiarizing: copying someone else's writing or paraphrasing it too closely, even if it constitutes only some of your written assignment.
- Submitting the same paper in more than one course without approval of the instructors.
- Falsifying documents or records related to credit, grades, status (e.g., adds and drops, P/NC grading), or other academic matters.
- Altering an exam or paper after it has been graded in order to request a grade change.
- Stealing, concealing, destroying, or inappropriately modifying classroom or other instructional material, such as posted exams, library materials, laboratory supplies, or computer programs.
- Preventing relevant material from being subjected to academic evaluation.

Critical Incident Management: Stony Brook University expects students to respect the rights, privileges, and property of other people. Faculty are required to report to the Office of Student Conduct and Community Standards any disruptive behavior that interrupts their ability to teach, compromises the safety of the learning environment, or inhibits students' ability to learn. Faculty in the HSC Schools and the School of Medicine are required to follow their school-specific procedures. Further information about

most academic matters can be found in the Undergraduate Bulletin, the Undergraduate Class Schedule, and the Faculty-Employee Handbook.

Student Accessibility Support Center Statement: If you have a physical, psychological, medical, or learning disability that may impact your course work, please contact the Student Accessibility Support Center, 128 ECC Building, (631) 632-6748, or via e-mail at: sasc@stonybrook.edu. They will determine with you what accommodations are necessary and appropriate. All information and documentation is confidential.

Course Schedule:

Week	Date	Topic	Reading	Assignment (Due at the beginning of class)
1	8/29	Introduction to Operations Management	[C Ch 1], [S Ch 1]	
	8/31			
2	9/5	Process Analysis	[C Ch 2, 3]	
	9/7			
3	9/12	Chuseok (Korean Thanksgiving) – No Class		
	9/14	Process Improvement	[C Ch 4], [S Ch 6]	
4	9/19	Process Types and Selection	[C Ch 2], [S Ch 6]	
	9/21	Management of Quality	[S Ch 9]	
5	9/26	Quality Control	[S Ch 10]	
	9/28			
6	10/3	Korea National Foundation Day – No Class		Assignment 1 due 10/5
	10/4 (Correction Day)	Quality Control	[S Ch 10]	
		10/5	Review and Q&A Session	
7	10/10	Substitute of Hangul Day – No Class		
	10/12	Exam 1		
8	10/17	Forecasting	[S Ch 3]	
	10/19			
9	10/24	Inventory Management	[S Ch 13]	
	10/26			
10	10/31			
	11/2			
11	11/7	Supply Chain Management	[S Ch 15], [C Ch 16]	Assignment 2 due 11/9
	11/9	Review and Q&A Session		
12	11/14	Exam 2		
	11/16			
13	11/21	Waiting Line Management	[S Ch 18], [C Ch 7]	
	11/23			
14	11/28	Project Management	[S Ch 17]	
	11/30			
15	12/5	Review and Q&A Session		Assignment 3 due 12/7
	12/7			
16	TBA	Exam 3		

The above schedule will be closely followed but is subject to change at the discretion of the instructor.