MAN 5502 – Production and Operations Management
Summer A 2016

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Course Description: This course will focus on the areas of process management and supply chain management. Within Process Management (PM) we will focus on (a) describing relationships between in-process inventory, cycle time, and throughput; (b) estimating and planning process capacity; and (c) monitoring process quality. In Supply Chain Management (SPC), we will examine (a) the use of consumer segmentation to effectively increase capacity utilization; (b) how service levels and lead times in a supply chain can be maintained using inventory model.

Course Objective: This course is an introduction to Operations Management (OM), which focuses on the design and control of production systems within both product and service oriented organizations. Specifically, this course seeks to (a) introduce students to the basic concepts of OM; (b) acquaint students with terminologies in the area; and (c) expose students to some decision-making tools used in contemporary OM.


Cases/Notes: A case package is available at Target Center Across from campus.

*Text is highly recommended for the course and I believe is an excellent source but is not required. The case package is required and necessary.

Equipment/Software Requirements: A laptop that meets current college computing standards and equipped with a licensed copy of Microsoft office 2011 or later.

Cases: Casework will be a necessary component of the class. A case package is available at target copy and includes a number of cases that will be discussed. Case grades will come from a combination of questions to be answer outside class and submitted and from participation in the class discussion for each case. While attendance is not mandatory participate points will be lost for failure attend case presentations.
Grading:

Case 40 Assignments% (a portion of this may be assigned to in class assignments though not without notice)
Exam I 30%
Exam II 30%

The grades for this course will be based on a curve. This means the grade that you get for this course will depend on your relative rank in the class. As per college norms, the grading will maintain a maximum mean grade point average of 3.50 (for example, 20% A, 20% A-, 50% B+, 10% B is one possible distribution). Grades of C+, C and below can and will be given when student performance warrants.

Projected Schedule (Subject to Change based on the pace of our discussion)

Week 1  Introduction to the course; Inventory, Cycle Time, and Throughput
Chapters 1, 2, and 3

Week 2  Process Analysis continued.
*Present LAA Labs and CRP (Wednesday)*

Week 3  Capacity Management with Setups (batching)
Chapters 7, (8 and 9 suggested reading) MS&D
Discussion of *McLeod Motors, and Blanchard (Both Wednesday)*
EXAM 1

Week 4  (Monday is a school holiday no class)
Quality and Statistical Process Control Chapter 10

Week 5  Service Level and Lead Time in Supply Chains (Inventory Models)
Revenue/Yield Management, Supply Chain Coordination (News Vendor Models)
Chapters 16, 17

Week 6  I will be traveling for a conference.
Last week of class Exam 2 (Cumulative)
Class policies:

Exams and make-up exams:

The exams will be closed book unless otherwise announced. THERE WILL BE NO MAKEUP EXAMS. Conflicts for the exams must be resolved before the exam dates. You should contact me at least two weeks prior to the exam date and let me know in writing. Last minute requests will not be entertained without exceptional circumstances. The only reasons for not being able to sit for an examination in its announced time should be part of University policy, or a documented medical excuse. If such a reason is the cause of your absence reasonable accommodations will be made.

“Re-grade” requests:

Any request to re-grade any component of your submissions (assignment or quiz or exam or project) has to be made within a week after the grade has been published online on the e-learning site. Given the size of the class, and the speed with which the course progresses, any request beyond this deadline cannot be considered. The only exception to this rule is a documented emergency.

Class participation:

If you miss any class you would be responsible for all material that was discussed in class or was in the assigned readings for that class. You are expected to be punctual in class attendance and remain in the classroom for the entire class session, as you would in any business appointment, unless an urgent need arises or prior arrangements have been made with me.

Laptops and other electronic devices should be used with discretion and only as permitted for work directly related to the class session. Emailing, accessing the internet, and working on matters unrelated to the work at hand are inappropriate behaviors because they are disrespectful and distracting to the class and to the instructor.

Classroom discussion is an important part of the pedagogy. Students should be fully prepared to engage in class discussion, and they should use the opportunity to develop positive and professional communication skills. This includes according respect for differing perspectives and contributions to discussion, as well as building on the base for discussion laid by student colleagues and the instructor.

Discipline in class:
I would expect you to maintain the decorum of the class at all times. As with any other group activity, be acutely aware that your actions in class can have negative externalities that can collectively affect the performance of the entire group.

*Teaching policies* (academic honesty, student illness, religious holidays, accommodating students with disabilities and others):

For an updated list of UF teaching policies, please visit [http://www.registrar.ufl.edu/staff/policies.html](http://www.registrar.ufl.edu/staff/policies.html).

**Special Accommodations:** Students requesting classroom accommodation must first register with the Dean of Students Office. The Dean of Students Office will provide documentation to the student who must then provide this documentation to the Instructor when requesting accommodation.