

Identification	Subject	MGT 850 –Operations Management and Logistics – 3KU credits (6 ECTS)	
	Department	Economics and Management	
	Program	Graduate	
	Term	Fall 2022	
	Instructor	Antony Jose - <a href="mailto:antony.jose@khazar.org">antony.jose@khazar.org</a>	
	Classroom/hours	22 Bashir Safaroglu str. - 1830 hrs to 2100 hrs (Thurdays)	
Prerequisites	ECON 830 Managerial Economics		
Language	English		
Compulsory/Elective	Elective		
Textbooks and course materials	<i>Textbook:</i> Jay Heizer, Barry Render and Chuck Munson <b>Principles of Operations Management, 12th edition</b> , 2016 (or later) <b>ISBN-10 : 1292148632     ISBN-13 : 9781292148632</b>  <i>Supplementary materials:</i> Book handouts cases		
Course website	TEAMS. This course uses online learning through Microsoft TEAMS ( <b>if classes are taken online</b> ). Points of assignments and quizzes will be posted through Teams on an individual basis. The overall score (points) will be posted on TEAMS during the first week of every month.		
Course outline	<b>Learning Outcomes</b> Upon successful completion of this course, my fellow students should be able to: - Explain the role of operations and its relationship with the other functional areas of a business organization; - Analyze operation processes from a variety of perspectives such as productivity, workflow, and quality; -- - Apply the “Transformation Model” as a construct for understanding the relationship between the inputs, processes, and outputs of an organization; Explain techniques and methodologies for managing an organization’s productive resources; - Apply design principles to determine appropriate facility location and layout; - Explain quality management and apply quality management principles to continuous improvement in operations management; - Discuss the goal of Supply Chain Management and its application in a variety of organizational settings; - - Identify the critical factors involved in inventory control systems; and - Identify the operational processes in the student’s own organization.		
Course objectives	To understand potential issues managers must foresee and address when designing and managing operating systems that are aimed at maximizing effectiveness and efficiency while satisfying customers needs. The Course objective is to provide students with concepts, techniques and tools to design, analyze and improve operational capabilities of an organization. In this course, the student will learn applications of operations management to both production and service-based operations through class-based simulations and if possible by means of individual/group-based projects. Successful completion of this course will empower the student to implement the concepts he or she learned in their place of business. Even if the student does not plan to work in operations, every department of every company has processes that must be completed; someone showing an interest or who is savvy with operations management will be able to improve just about any process!		
Teaching methods	Case analysis	x	
	Group discussion	x	
	Experiential online simulation Classes	x	

Evaluation Criteria	Lecture		x
	Others (Factory visits if possible)		x
	Methods	Date/deadlines	Percentage (%)
	Midterm Exam		30
	Activity		5
	Attendance		5
	Project PAPER submission	Dec. 24.2022	15
	Quiz+ Home-assignment		5
	Final Exam	TBD	40
	Total		100
Policy	<p><u>Academic Integrity</u> Every student is expected to familiarize himself or herself with the academic honesty policy of Khazar University. Any evidence of cheating and/or plagiarism will be penalized to a full grade as per the university guidelines. As defined by dictionary.com: <b>Plagiarism</b> is an act or instance of using or closely imitating the language and thoughts of another author without authorization and the representation of that author's work as one's own, as by not crediting the original author:</p> <p><u>Grading and Class Requirements</u> Attendance is mandatory. Students may not miss more than one session, and in this case the instructor should be notified about student's absence beforehand (not less than 24 hours before the class). <b><u>Tardiness – students submitting assignments beyond deadlines in excess of an average 25% for all assignments during the semester will lose 3 points out of a maximum of 10 points. Do not expect the instructor to entertain email OR TEAMS personal chat requests for increasing points not deserved. Mistakes in counting points will, however, be entertained.</u></b></p> <p><u>Case Studies:</u> All Students are expected to answer case studies, preferably, based on the combination of all of the following criteria. (a) Quote factual sources through a minimum use of case study text, (b) Quote links or publications (APA Style) (c) your own discernment (d) Organizational Theories (e) a resulting explanation that focuses on the heart of the issue at hand &amp; (f) Suggestions on how to improve the situation.</p> <p><u>Assignments:</u> Be sure to give yourself plenty of time to complete various assignments not to be overwhelmed and tempted to inadvertently claim another's work as your own (Plagiarism). Any suspicious assignment submission will be checked for plagiarism. Clearly, you will not learn or benefit cognitively by plagiarizing. Deadlines are to be strictly followed. Remember, the Instructor too has deadlines. No requests of extending deadlines will be entertained. Doing so will result in a <a href="#">Error 404, page not found</a> i.e. your emails will go un-answered and disappear into the ethernet. Points will be lost for not submitting assignments on time (normally 10% of assignment grade for every late day of submission).</p> <p><u>Project-Chapter Presentation:</u> The end-of-semester Project-Chapter presentation (of Student's individual choices) will take place INDIVIDUALLY and graded by your course Instructor (70% weight) and classmates (30% weight) based on the following criteria:  <u>Not reading from the phone/computer/pages</u>  <u>Covering relevant important sub-topics mentioned in the presentation chapters</u>  <u>Quoting personal and practical examples/ to explain the topic/issue</u>  <u>In-class activities to explain the topic/issue.</u>  <u>Sticking to the allotted time (15 - 30 minutes per Student – depending on the # of students per class).</u>  <u>Depth of information presented.</u>  <u>Not looking at the instructor while presenting your chapter content.</u></p> <p>(1) Attendance is mandatory and will be recorded 10 minutes into the beginning of</p>		

every class. Some topics not covered in the textbook will be introduced in lectures to help better understand the subject. This may be asked during the exams.

(2) Secondly, experience suggests that comprehension of course material and exam performance is directly proportional to efforts of students who regularly attend, are attentive and participate during lectures. Students found talking incessantly or disrupting the class with unnecessary comments will be given 2 warnings after which they will be politely asked to leave the class and may lose one point (per event) under the category 'Class participation'.

(3) Thirdly, participation during lecture promotes lively discussion and benefits the entire class, including the lecturer him/herself. Since the teaching medium is English, all students are expected to continuously develop their knowledge and abilities in writing and conversing in English for this subject.

(4) Lastly, multiple-choice question form of exams is not encouraged for MBA students as they are expected to write and think in English. Thus, attendance, participation and conversing in English will account for 10 % of this subject's total grade.

Week	Dates (tentative)	Topics	Textbook/Assignments
<b>INTRODUCTION TO OPERATIONS MANAGEMENT</b>			
1	September 15, 2022	Introduction and Production Operation Management	Chapter 1
2	September 22	The global Environment and Operations strategy / Managing Projects	Chapters 2 & 3
<b>DESIGNING OPERATIONS</b>			
3	September 29	Forecasting Demand; Product design	Chapters 4 & 5
4	October 6	Quality Management and International Standards/ Statistical Process Control	Chapter 6
5	October 13	Process Design/Capacity Planning	Chapter 7
6	October 20	Location Strategies	Chapter 8
7	October 27	Layout Strategies; <b>Job Design and Work Measurement</b>	Chapters 9 & <b>10</b>
8	November 03	<i>Potential Hotel visit: Operations Management at ..... (TBD)</i>	
9	November 10	<b>MID TERM.</b>  <b>PROJECT - OM in Teams</b>	
<b>MANAGING OPERATIONS</b>			
10	November 17	Supply chain Management / Outsourcing as a Supply chain strategy	Chapter 11
11	November 24	Inventory Management; Aggregate Scheduling;	Chapter 12; Chapters 13
12	December 01	<b>Material Requirements Planning &amp; ERP</b>  Short Term Scheduling;	Chapter <b>14</b>  Chapter 15
13	December 08	JIT, Lean operations and the Toyota Production System;	Chapters 16 &

		Maintenance and Reliability Decisions.	Chapter 17
14	December 15	Project Submission & Presentation	
15	December 22	Review	
		<b>FINAL</b>	

\* - Chapters highlighted in Red Fonts above (or gray in case of B & W printouts) may or may not be covered in class. Students are expected to study the contents of these chapters and submit assignments as requested by the instructor. Any change to the above syllabus will be communicated in advance to the students through Microsoft TEAMS.