

Identification	Subject	MGT 850 –Operations Management and Logistics – 3KU credits (6 ECTS)	
	Department	Economics and Management	
	Program	Graduate	
	Term	Fall 2023	
	Instructor	bbaysal@khazar.org	
	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 Principles of Operations Management, 12th edition , 2016 (or later) ISBN-10 : 1292148632 ISBN-13 : 9781292148632 <i>Supplementary materials:</i> Book handouts cases		
Course outline	Analyze problems encountered in planning, operating, and controlling production of goods and services. Topics include: quality assurance, production systems, project management, and inventory management, forecasting and capacity management, computer and quantitative models used in formulating managerial problems.		
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!		
Learning Outcomes	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 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.		
Teaching methods	Case analysis		X
	Group discussion		X
	Experiential online simulation Classes		X
	Lecture		X
	Others (Factory visits if possible)		X
Evaluation Criteria	Methods	Date/deadlines	Percentage (%)
	Midterm Exam		30
	Activity		5

	Attendance		5
	Quiz	09. 10.2023 30.10.2023 04.12.2023 25.12.2023	20
	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: Plagiarism 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). <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></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 & (f) Suggestions on how to improve the situation.</p> <p>Quizzes: There will be four quizzes throughout the course. The quizzes might be made of multiple-choice questions, true/false questions and short open questions. The questions will cover the subjects learned until each preceding class. Each quiz will be 2.5 points. chapter 6 - 239,240,241,242 chp 7- 302,303,304 chap 7 supplement -333 ch 8- 362,363,364 chap 9- 402,403,404 ch 10- 437,438</p> <p>Case analysis will be based on an essay. The cases will be provided during the lesson and will focus on the taught material. Chapter 1 - 24,25,26 chapter 2- 255,256 chapter 3 - 98,99,100 chapter 4- 153, 154,155,156 chapter 5 - 189, 190, chapter 5 supplement - 208,209,210 (1) Attendance is mandatory and will be recorded 10 minutes into the beginning of 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'.</p>		

(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
1	18.09.2023	Introduction to the Course. Operations and productivity.	Ch.1
2	25.09.2023	Operations strategy in a Global Environment.	Ch2
3	2.10.2023	\Project Management	Ch 3
4	9. 10.2023	Quiz 1 Forecasting.	Ch4
5	16. 10.2023	Forecasting.	Ch4
6	23. 10.2023	Design of Goods and Services S5. Sustainability.	Ch.5/ Supplement 5
7	30. 10.2023	Quiz 2. Managing Quality.	Ch.6
8	6.11.2023	Process Strategy.- Capacity and Constraint Management.	Ch.7 Supplement 7
9	13. 11.2023	Midterm	
10	20. 11.2023	Location Decisions	Ch.8
11	27. 11.2023	Location Decisions	Ch. 8
12	4.12.2023	Quiz 3 Human Resources, Job Design, and Work Measurement.	Ch.10
13	11.12.2023	Supply-Chain Management. Supply Chain Management Analytics	Ch.11, Supplement 11
14	18.12.2023	Inventory Management; Just-in-Time, TPS, and Lean Operations	Ch.12, Ch16
15	25.12.2023	Quiz 4. Review class. Case presentations and discussions	
16		Final exam	