

# Institute of International Management

## RA62000: Production and Operations Management(生產與作業管理)

Fall 2008

The Institute of International Management is dedicated to providing a quality teaching and research environment to provide students with a broad, integrated knowledge of management in preparation for successful careers in business, government or academia.

**General Program Learning Goals** (goals covered by this course are indicated):

●	1	Graduates should be able to communicate effectively verbally and in writing.
●	2	Graduates should solve strategic problems with a creative and innovative approach.
	3	Graduates should demonstrate leadership skills demanded of a person in authority.
●	4	Graduates should think with a global management perspective.
●	5	Graduates should possess the necessary skills and values demanded of a true professional.

**Instructor:** Dr. Don J.F. Jeng  
**Office:** Rm# 61411B (The 4<sup>th</sup> floor of Dept. of Business Administration Building)  
**Office Hours:** 14:00-16:00 Monday; 10:00-12:00 Wednesday and by appointment.  
**Phone:** 06-2757575 ext. 53017  
**E-mail:** jeng@mail.ncku.edu.tw  
**Class Time:** 14:10-17:00 Wednesday  
**Course TA:** Mr. Azman Muammar  
**TA's E-mail:** azman\_ui@yahoo.com

### Course Description:

This course covers the strategic aspects of converting inputs into products and services. Topics include manufacturing policy, manufacturing process selection and design, capacity planning, production planning and scheduling, inventory management, and logistics planning.

### Course Objectives:

This course has been designed to achieve the following objectives:

- To acquaint students with operations terminology and concepts.
- To teach students how to analyze and understand situations from an operations perspective.
- To familiarize students with different tools and techniques available to managers for directing the day-to-day operations of a business or department.
- To assist students in understanding how the different functional areas interact and how that interaction ultimately affects the performance of the business.

### Course Outlines:

- Module 0: Course Overview
- Module 1: Operations strategy and managing change
- Module 2: Process selection and design
- Module 3: Supply chain design

- Module 4: Planning and controlling the supply chain

**Instruction Materials:**

- *Operations Management for Competitive Advantage with Global Cases*, 11<sup>th</sup> ed. Chase, Aquilano and Jacobs. (Irwin/McGraw Hill, 2006)
- Other references will be delivered or announced in the class.

**Course Arrangement and Requirement:**

- Study textbook material before class is highly recommended. I will present textbook material to enhance your study in the class. However, most likely, I may not be able to cover all the material in the textbook during course lecture. Your study prior to the class will be much helpful for participation. You are welcome to discuss with me in the class or off the class for all the lectured or non-lectured materials.
- Supplementary references will be delivered or announced in the class. You are expected to be prepared and participate in class discussion.
- You are expected to form a group of three students to work on a course project. Each group member should contribute equally to the project. Your final grade in this area will also be based on peer evaluations from your group members.

**Grading Policy:**

- Class attendance and participation      15%
- Quizzes      15%
- Midterm exam      20%
- Course project presentation      20%
- Course project report      30%

**Tentative Class Schedule:** (The schedule is subject to change due to class circumstances)

WEEK	DATE	TOPIC	READINGS (in advance)
1	9/17	Course overview	
2	9/24	Operations strategy and managing change	Chapter 1 & 2
3	10/1	More on operations strategy and managing change	Chapter 3 & 4
4	10/8	Process selection and design	Chapter 5 & 6
5	10/15	More on process selection and design	Chapter 7 & 8
6	10/22	Course project proposal (Student presentation) More on process selection and design	Chapter 9
7	10/29	Supply chain design	Chapter 10 & 11
8	11/5	More on supply chain design Planning and controlling the supply chain	Chapter 12 Chapter 13
9	11/12	Special lecture (tentative plan, the class time is subject to change)	
10	11/19	Class canceled Field trip: Ford Motor Company (tentative dates: 11/14-16)	

11	11/26	Midterm Exam More on planning and controlling the supply chain	Chapter 14
12	12/3	More on planning and controlling the supply chain	Chapter 15 & 16
13	12/10	More on planning and controlling the supply chain	Chapter 17
14	12/17	More on planning and controlling the supply chain	Chapter 18
15	12/24	Course Project Presentation I	
16	12/31	Course Project Presentation II	
17	1/7	Course Project Presentation III (Course Project Report due)	
18	1/14	Course Project Presentation IV	

## Other Policies:

### 1. Assignment and Grading:

- All assignments must be typed not hand-written and must be submitted with a cover page typed on your name and student ID.
- Assignment is due exactly at the prescribed time. **No late assignment is accepted.**
- Any questions or complaints regarding the grading of an assignment or report must be raised **within one week** after the score or the graded assignment is made available (not when you pick it up).
- All assignments and reports should be **your original work/concept**.

### 2. Attendance:

- You have to sign and collect your name tags when enter the classroom.
- You must display your name tag in front of the desk for discussion purpose.
- If you sign for other students or do not sign on the attendance sheet, you will be regarded as “being absent” no matter what evidence you provide to the lecturer afterwards.
- If you come in class late or leave early, your attendance counts a half of the day.
- There is no need for you to ask for apology when you are absent from class.

### 3. Penalty for cheating and plagiarism will be extremely severe. Use your best judgment. If you are not sure about certain activities, consult the instructor. **Standard academic honesty procedure will be followed and active cheating and/or plagiarism automatically results FAIL in the final grade.**

### 4. You are expected to come fully prepared to every class and responsible for everything discussed in class. Note your attendance and participation counts. You may receive a zero for absence or lack of participation.

### 5. No incomplete grade under nearly all situations unless one have sound reason and documented evidence. A student who received an incomplete must have completed or passed a significant portion of the course.

### 6. Pay very careful attention to your e-mail correspondence. It reflects your communication skills. Avoid use non-standard English such as "how r u?" in your email message. In addition, I recommend you put the class number and a brief summary of your question in your e-mail subject. For example,

Subject: RA52500 A question on final report.

7. I immediately discard anonymous e-mails.
8. The ringing, beeping, buzzing of cell phones and/or watches during class time is extremely rude and disruptive to your fellow students and to the class flow. Please turn all cell phones and watches off or into silent mode prior to the start of class.
9. For any disability accommodations needed for the course, please notify the instructor during the first two weeks of the semester.