Shanghai University of Finance & Economics

2020 Summer Program

BUS 230 Introduction to Operations Management

Course Outline

Term: July 13 – August7， 2020

Class Hours: 16:00-17:50 (Monday through Friday)

Course Code: BUS 230

Instructor: Dr. Yunshan (Victor) Lian

Home Institution: University of Wisconsin

Office Hours: by appointment

Email: victor.lian@hotmail.com

Credit: 4

Class Hours: This course will have 52 class hours, including 32 lecture hours, professor 8 office hours, 8-hour TA discussion sessions, 4-hour review sessions.

Course Description:
Operations Management (OM) is a discipline that deals with designing, managing, and controlling business processes, including acquisition and utilization of resources and distribution of its goods/services. This course provides a general introduction to operations management, and the production and delivery of goods and services.

In this course, some commonly occurring application problems such as capacity planning, production scheduling, inventory management, quality management, supply chain management concepts, etc, will be discussed along with the techniques for solving the problems. Originally, operations management was developed for manufacturing systems, but the ideas have been adapted to service industries, such like healthcare, hotel management, and government operations.

Course Objectives:
Students will learn to design, operate, and improve the systems that deliver goods and services through OM tools such as process flow diagrams, lean management, and decision trees. Ultimately, this course aims to familiarize students with the major operational issues that confront managers, and provide them

with the basic language, concepts, insights, and analytical tools to deal with these issues.

At the end of this course, students will be able to

• Demonstrate comprehension of the business operations and their role within an organization
• Identify important factors in designing, managing, and controlling business processes and how to improve.
• Demonstrate understanding of the relationship of the organizations within the supply chain and the role of planning, information sharing, and forecasting.
• Perform the mathematical techniques and computer software skills to solve managerial problems.
• Articulate an appreciation of various fields of operations management and how to adapt

the knowledge learned to those issues.

Required Textbooks:
Operations Management (5e) (by David Collier and James Evans), 4LTR Press, Cengage Learning Publications.
ISBN-13: 978-1285451374
ISBN-10: 1285451376

Grading & Evaluation:

Attendance	100 x 4 points
Quizzes	100 x 3 points
Case analysis	100 points
Final Exam	200 points (Comprehensive exam)
Total	1,000 points

A: > 90.0%; B: 80.0% ~ 89.99%; C: 70.0% ~ 79.99%; D: 60.0% ~ 69.99%; F: <59.99%

Course Schedule
Week1
Chapter 1 OM and value chains
Chapter 2 Measuring performance in operations and value chains
Chapter 3 Operations Strategy
Chapter 4 Technology and Operations Management
Weekly Quiz-1
Week2
Chapter 5 Goods and service design
Chapter 6 Supply chain design
Chapter 7 Process, selection, design and analysis
Chapter 8 Facility and work design
Weekly Quiz-2
Week3
Chapter 9 Forecasting and demand planning
Chapter 10 Capacity management
Chapter 11 Managing inventories
Chapter 12 Supply chain management and logistics
Weekly Quiz-3

Week4

Chapter 13 Resource management
Chapter 14 Operations scheduling and sequencing
Chapter 15 Quality management
Chapter 16 Quality control and SPC
Final Exam