



Hankuk University of Foreign Studies

2024 Summer Session

BUS 240 Introduction to Operations Management

Course Outline

Course Code: BUS 240

Instructor: Dr. Michael Petersen

Home Institution: North Dakota State University

Office Hours: By appointment

Email: Michael.j.petersen@ndsu.edu

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 Objectives

By the end of this course you should be able to:

- Explain the role of operations management in an organization;
- Understand how performance is measured for an organization;
- Measure process efficiency with single and multiple flow units, relieving bottlenecks;
- Understand lean operations systems;
- Manage inventory with a variety of characteristics, including steady demand, perishable demand, and frequent orders;
- Learn the basics of supply chain management;
- Manage a queue with both patient and impatient customers;
- Schedule to prioritize demand;

I hope that by the end of this course you will have a good grasp of basic operations management principles. This will enable you to better understand current events in production and supply chains in the business world and will provide a solid framework for any subsequent courses you may take in operations.

Course Description



This course offers a practical introduction to modern-day core principles about how firms produce products and services. Operations management focuses on the process of obtaining resources, like raw materials, human capital, production facilities, and delivery methods, to add value to consumers with desired outputs. The majority of the assets of a firm are tied up in production facilities and equipment, so managing these is of primary importance. Learning to manage in both predictable and chaotic circumstances will strengthen the success of any organization.

REQUIRED TEXT AND OTHER MATERIAL:

1. *Operations Management, by Cachon, and Terwiesch (3rd edition). McGraw Hill, ISBN: 9781264098361*
2. McGraw Hill Connect homework manager packaged with the new textbook and various technologies available through the publisher’s website.

Course Grades:

Homework (8 @ 25 pts each)	200 pts
Excel Projects (4 @ 25 pts each)	100 pts
Exams (2 @ 100 pts each)	<u>200 pts</u>
Total	500 pts

Grading System (1 ~ 100)

A+ : 96 - 100	A : 91 - 95
B+ : 86 - 90	B : 81 - 85
C+ : 76 - 80	C : 71 - 75
D+ : 66 - 70	D : 60 - 65
F : 0 - 59	
Pa : Pass	Fa : Fail

Course Components

1. Exams:

The exams will be comprised of multiple choice questions and work out problems. The exams will cover material presented in the book and lecture.

2. Homework:

Homework will be completed on the McGraw-Hill Connect site and submitted electronically. It will consist of multiple choice and work-out problems.

3. Projects:

You will have 4 projects to complete during the course. You can use a spreadsheet program, such as Excel, or you can complete it on paper and upload the completed project. These will use skills from several of the chapters and will be cumulative in building on material from previous chapters.

Course Schedule:



Day	Chapter and Topic	Assignment
Week 1 Day 1	Ch 1: Introduction to Operations Management	
Week 1 Day 2	Ch 2: Introduction to Processes	HW #1
Week 1 Day 3	Ch 3: Process Analysis	
Week 1 Day 4	Ch 4: Process Improvement	HW #2
Saturday		Project #1
Week 2 Day 1	Ch 5: Process Analysis with Multiple Flow Units	
Week 2 Day 2	Ch 7: Process Interruptions	HW #3
Week 2 Day 3	Ch 8: Lean Operations and the Toyota Production System	
Week 2 Day 4	Ch 10: Introduction to Inventory Management	HW #4
Saturday		Project #2 Exam #1
Week 3 Day 1	Ch 11: Supply Chain Management	
Week 3 Day 2	Ch 12: Inventory Management with Steady Demand	HW #5
Week 3 Day 3	Ch 13: Inventory Management with Perishable Demand	
Week 3 Day 4	Ch 14: Inventory Management with Frequent Orders	HW #6
Saturday		Project #3
Week 4 Day 1	Ch 16: Service Systems with Patient Customers	
Week 4 Day 2	Ch 17: Service Systems with Impatient Customers	HW #7
Week 4 Day 3	Ch 18: Scheduling to Prioritize Demand	
Week 4 Day 4	Ch 19: Project Management	HW #8
Saturday		Project #4 Exam #2

All assignments are due at Midnight on the date assigned. No late work will be accepted.