



## **Shih Chien University**

### **STP Program (Dec 22-Jan 16)**

### **BUS 230 Fundamentals of Operations Management**

#### **Course Outline**

**Course Code: BUS 230**

**Instructor: TBA**

**Home Institution: TBA**

**Office Hours: TBA**

**Email: TBA**

**Credits: 4**

**Class Hours:**

This course will have 144 class hours, including 50 lecture hours, professor 30 office hours, 20-hour TA discussion sessions, 10-hour review sessions, 34-hour extra classes.

**Course Description:**

This course provides a practical introduction to the core principles of operations management and their application in modern organizations. Students will explore how firms transform resources—such as raw materials, human capital, production facilities, and distribution systems—into products and services that deliver value to consumers. Since a significant portion of organizational assets are invested in production facilities and equipment, effective management of these resources is critical. Emphasis will be placed on developing the ability to manage operations in both stable and uncertain environments, equipping students with skills that enhance organizational performance and long-term success.

**Course Objectives:**

**Academic Inquiry:** Shih Chien University  
**Disclaimer:** Course schedule is subject to change.



By the end of this course, students will be able to:

- Explain the role and importance of operations management within an organization.
- Identify and apply performance measurement tools to evaluate organizational effectiveness.
- Analyze and improve process efficiency using single and multiple flow units, with strategies for alleviating bottlenecks.
- Understand the principles of lean operations systems.
- Manage inventory under varying conditions, including steady demand, perishable goods, and frequent ordering cycles.
- Demonstrate a foundational understanding of supply chain management.
- Apply queue management techniques for both patient and impatient customers.
- Develop scheduling approaches to effectively prioritize demand.

By mastering these objectives, students will gain a solid understanding of the fundamental principles of operations management. This knowledge will not only help them interpret current events in production and global supply chains but also provide a strong foundation for more advanced coursework in operations and business management.

### **Required Course Materials:**

1. **Cachon, G., & Terwiesch, C. (3rd ed.). Operations Management.**  
*McGraw Hill. ISBN: 9781264098361.*
2. **McGraw Hill Connect** — *Homework manager packaged with the new textbook, along with additional digital resources and technologies accessible through the publisher's website.*

### **Grading & Evaluation:**

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

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### 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

Exams will include a combination of multiple-choice questions and problem-solving exercises. They will assess material covered in both the textbook and class lectures.

#### 2. Homework

Homework assignments will be completed and submitted electronically through McGraw-Hill Connect. Assignments will consist of multiple-choice questions and problem-solving tasks designed to reinforce key concepts.

#### 3. Projects

Students will complete four projects throughout the course. Projects may be completed using a spreadsheet program such as Excel, or completed by hand and uploaded for submission. Each project will integrate skills from multiple chapters and build cumulatively on prior material.

### 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

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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.**