

OMT 260
ISSUES IN OPERATIONS MANAGEMENT

COURSE DESCRIPTION:

Prerequisites: ISC 121, ISC 131, ISC 210 and OMT 112

Corequisites: None

This course presents a variety of topics that highlight contemporary problems and issues related to operations management. Emphasis is on production and operations planning, environmental health and safety, materials management, and quality systems. Upon completion, students should be able to demonstrate the ability to make decisions and resolve problems in an operations management environment. *This course is a unique concentration requirement of the Operations Management concentration in the Business Administration program.* Course Hours Per Week: Class, 3. Semester Hours Credit, 3.

COURSE OBJECTIVES:

Upon completion of this course, the student will be able to:

- a. Understand major production and operations management (P/OM) techniques, such as analyzing problems, gathering data, preparing solutions, and presenting (selling) findings to top management.
- b. Recognize that all functional areas of business firms have problems that need solving.
- c. These areas include management, production, marketing, finance, accounting, safety, inventory, quality, human resources, and all other departments created on the basis of the specialized activities of the business.
- d. Realize that businesses are organizations. Those under private control (proprietorships, partnerships, and corporations are of the private sector. Those under governmental control are of the public sector.
- e. Identify and isolate the real problem from symptoms and from trivial problems.
- f. Develop one or more models that embody the essential elements of a particular situation or problem.
- g. Have increased awareness of the organization and how it really functions.
- h. Understand the impact of various environmental concerns—such as political, social, and legal systems—on the organization and the application of management science techniques.
- i. Ask appropriate questions when formulating the problem and gathering relevant information.
- j. Apply management science behavior.
- k. Understand barriers that have blocked the successful application of quantitative techniques.
- l. Identify and isolate qualitative factors that will have a significance impact on the application of quantitative analysis methods.
- m. Recognize unsafe and hazardous situations in the workplace.
- n. Think clearly in ambiguous and complex situations.

- o. Develop recommendations and action plans that are consistent with the organization's goals and creative in their problem-solving strategy.
- p. Determine what information is required in applying one or more management science techniques in an actual setting.
- q. Make verbal presentations and discuss management science techniques in groups.
- r. Write formal reports that use management science to solve problems.

OUTLINE OF INSTRUCTION:

- I. Business organization
- II. Probabilities
- III. Functions of management
 - A. Planning
 - B. Organizing
 - C. Leading
 - D. Controlling
- IV. Logistics
- V. Fault tree analysis
- VI. Decision making (Benjamin Franklin)
- VII. Economics
- VIII. Types of accidents in the workplace
 - A. Lost-time cases
 - B. Doctors' cases
 - C. First-aid cases
 - D. No-injury cases
- IX. Inventory control
 - A. Costs
 - B. Reorder point and reorder quantity
 - C. Economic order quantity
 - D. Keeping track of inventories
- X. Quality/productivity
 - A. American style
 - B. Japanese style
- XI. X & R charts

PRINT REFERENCES:

- Asfahl, Ray. Industrial Safety and Health Management. 3rd ed. Prentice-Hall, Inc., Englewood Cliffs, New Jersey, 1995.
- Plunkett, W. Richard and Raymond E. Attner. Management: Meeting and Exceeding Customer Expectations. 6th ed. South-Western College Publishing, 1997.
- Schemenner, Roger W. Production/Operations Management. 5th ed. Macmillan Publishing Company, New York, NY, 1990.
- Transformation of American Industry, PQ Systems.

PRINT HANDOUTS:

Business organization
Probabilities
Functions of management
Logistics
Fault tree analysis
Decision Making (Benjamin Franklin)
Economics
Types of accidents in the workplace
Inventory control
Quality/Productivity
X & R charts

REQUIRED TEXTBOOKS AND MATERIALS:

Latona, Joseph C., and Nathan, J. Cases and Readings in Production and Operations Management. Needham Heights, Massachusetts,: Arlyn and Bacon 1994.

STATEMENT FOR STUDENTS WITH DISABILITIES:

Students who require academic accommodations due to any physical, psychological, or learning disability are encouraged to request assistance from a disability services counselor within the first two weeks of class. Likewise, students who potentially require emergency medical attention due to any chronic health condition are encouraged to disclose this information to a disability services counselor within the first two weeks of class. Counselors can be contacted by calling 686-3652 or by visiting the Student Development Office in the Phail Wynn Jr. Student Services Center, room 1309.