POM 5308 – CONCEPTS OF PRODUCTION MANAGEMENT  
CRN 16980  
Accelerated MBA Program, Fall 2003  
Nov 08 – Dec 20, 2003  5:30 p.m. – 9:20 p.m. Tuesdays  
9:00 a.m. – 1:00 p.m. Saturdays  
Instructor: Dr. Adriano O. Solis  Phone: (915) 747-7757  
Office: BUSN 221  Fax: (915) 747-5126  
E-Mail: solis@utep.edu  URL: http://utminers.utep.edu/solis  
Office hours until December 5, 2003  
TR 9:00 a.m. – 10:00 a.m.  
WF 9:30 a.m. – 12:00 nn.  
or by appointment  
Office hours starting December 8, 2003  
To be discussed  

COURSE DESCRIPTION (Graduate Catalogue)  
The production or operations function is concerned with the planning and decision-making activities of managers directly responsible for the conversion of resources into products and services. The operations manager plans production, schedules work, and controls inventories. This course is a study of the issues underlying the management of operations, and introduces the student to a variety of tools and techniques used by operations managers exploring alternative means of implementing decisions.  
Prerequisites: QMB 2301 and MATH 2301 (or equivalents).  

GENERAL COURSE OBJECTIVES  
• To allow the student a basic understanding of the field of production and operations management.  
• To provide the student an appreciation of some of the more important issues and decision processes within production and operations management, and how these relate to the firm’s performance in an increasingly competitive global economy.  
• To introduce the student to a number of tools and techniques used by operations managers in making and implementing decisions.  

REQUIRED TEXT  
ATTENDANCE

You are expected to attend classes regularly and on time. You take full responsibility when you miss class or come to class late. If you miss class, it is your responsibility to find out about new assignments/exercises and pick up missed handouts.

COURSE DESCRIPTIONS OF PREREQUISITES (Undergraduate Catalogue)

QMB 2301 – Fundamentals of Business Statistics
Introduction to statistical techniques as applied to business data. Included are descriptive statistics, measures of central tendency and variation, probability distributions, sampling theory, hypothesis testing, and regression and correlation analysis. A major effort is devoted to computerized solution techniques to provide managerial information.

MATH 2301 – Mathematics for Social Sciences II
Topics include linear programming and an introduction to differential and integral calculus with applications to business and the social sciences.

EXAMS

There will be two exams—a mid-term exam and a final exam—each having equal weight. The final exam will deal with topics covered since the mid-term exam; however, familiarity with earlier topics may be required.

Exam dates are known well in advance, according to the course schedule on page 4. Make-up exams will be given at the instructor’s discretion based on valid, documented excuses, and must be arranged in advance whenever possible.

ASSIGNMENTS

Homework assignments are intended to prepare students for examinations. The answers to these homework assignments will be posted later, in order for students to note the correct analyses and answers. A few cases may be assigned for analysis and discussion.

In certain instances, homework assignments will be required for submission. A required written assignment must be turned in at the beginning of the class session. If you will be unable to make it to class when an assignment is due, it is your responsibility to arrange for someone (e.g., a classmate) to turn it in for you. An assignment will be given a score of at most 50% of points assigned if submitted beyond 15 minutes—and will be given no credit if not received within 30 minutes—of the start of the class session during which it is due.

When an assignment involves working in teams, a part of the score assigned may be based on the individual’s participation in the team effort.
QUIZZES

Quizzes will be given from time to time—with or without prior notice. These will count for 5 – 10 points each. They may be given at any time during the class. *There will be no make-up of missed quizzes.*

GRADING

The final grade for the course shall be determined as follows:

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mid-Term Exam</td>
<td>40 %</td>
</tr>
<tr>
<td>Final Exam</td>
<td>40 %</td>
</tr>
<tr>
<td>Assignments/Quizzes</td>
<td>20 %</td>
</tr>
<tr>
<td>Total</td>
<td>100 %</td>
</tr>
</tbody>
</table>

The total percentage earned will convert into guaranteed letter grades as follows:

- 90 - 100 %: A
- 80 - 89 %: B
- 70 - 79 %: C
- 60 - 69 %: D
- 59 % and below: F

SPECIAL ACCOMMODATIONS

Should you have a documented disability and require any auxiliary aids, services, or accommodations, please see or call me in order to discuss your specific needs.

If you feel you may have a disability but do not have appropriate documentation, contact the Disabled Student Services Office at 747-5148, go to Room 106E Union, or e-mail: dss@utep.edu.

ACADEMIC INTEGRITY

In the classroom and in all other academic activities, students are expected to uphold the highest standards of academic integrity. Any student who commits an act of scholastic dishonesty (copying, plagiarism, collusion, taking an examination for another person, or any such act intended to provide unfair advantage to a student or group of students) is subject to disciplinary action. Evidence of academic dishonesty may be forwarded to the Dean of Students and may result in sanctions, including possible suspension or dismissal from the University.

UNIVERSITY COURSE DROP POLICY

The last day to drop a course with an automatic "W" is Monday, December 1, 2003. After this deadline, students will be dropped from a course with a grade of "F".
A grade of "W" can be assigned after the deadline only under exceptional circumstances, and only with the approval of the instructor and the academic dean. In such a case, the student must petition for the "W" in writing and provide the necessary supporting documentation.

**TOPICS TO BE COVERED**

The topics listed below will be covered more or less according to the sequence indicated. The instructor reserves the right to make modifications to this list of topics, as well as the sequencing of their coverage in class, as may be deemed necessary.

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*Topics (November 8, 11, 15, 18, 22, 25)*

- Chapter 1 – Introduction to Operations Management
- Chapter 2 – Operations Strategies in a Global Economy
- Chapter 4 – Product, Process, and Service Design
- Chapter 7 – Operations Quality Management
- Chapter 17 - Quality Control
- Chapter 5 – Facility Capacity, Location, and Layout
- Chapter 9 – Service Operations Planning and Scheduling

*Mid-Term Exam – December 2*

*Topics (December 2, 6, 9, 13, 16)*

- Chapter 9 – Service Operations Planning and Scheduling
- Chapter 11 – Supply Chain Management and E-Business
- Chapter 12 – Just-in-Time and Lean Manufacturing
- Chapter 13 – Production Planning
- Chapter 14 – Inventory Management
- Chapter 15 – Resource Requirements Planning

*Final Exam – December 20*

*Tuesday, November 25 – Plant tour, Hoover Company*

*Saturday, November 29 – No class (Thanksgiving break)*