



College of Business and Economics
Mgmt.413.Syllabus

Course information

Course Title: Business Mgmt Capstone: Operations Mgmt, Production, and project management
Course Number: Mgmt.413
Credits: 3

Prerequisite

Pending on your catalog; however, the main prerequisites are Mgmt.201, Stat.201, and Bus.210 in order to assure an adequate background in Statistics and Mathematics.

Course description

This course is designed to elaborate on the study of the process of decision making in production and operations. The Analytical tools covered in this course are designed for the efficient management of the key function of high quality production/operations in the fields of business, industry, agriculture, and services.

The course will focus on projects serving the economic growth in local (Kuwaiti), and regional (Arab-World) societies.

Major topics to be discussed include operations management, forecasting, inventory management, scheduling, project networks, supply chain management, system design, technology selection, resource allocation in production, capacity planning, facility layout, quality management, queuing and simulation, and project management. Several quantitative methods are used in operations management such as SMA (simple moving average), WMA (weighted moving average), ESM (exponential smoothing model), SLR (simple linear regression), STE (single-time estimate), 3TE (3-time estimate), CPM (critical-path method), inventory cost analysis, queuing models, and linear programming. A good academic background in Mathematics and Statistics will be of great help in understanding and passing this course.

Professor

Aly Mansour
Ph.D., George Washington University, Washington, D.C., USA
M.S., George Washington University, Washington, D.C., USA
B.S., American University in Cairo, Misr

Contact information

Office: A.440; Phone-x: 3525; email: amansour@auk.edu.kw
Office Hours: Posted on office door

Text

Stevenson, W. (2014). *Operations Management* (10th ed.). Boston: McGraw-Hill.

Supporting material

American Psychological Association. (2001). *Publication manual of the American Psychological Association* (5th ed.). Washington, D.C.: APA

Collier, Evans, *Arab World & Near East (ed)-Operations Management*, Lecturer: Dr. Aly Mansour

Deming, W. E. (1994). *The new economics* (2nd ed.). MA: MIT Press.

Deming, W. E. (2000). *Out of the Crisis* (MIT ed.). MA: MIT Press.

Gray, C. F., & Larson, E. W. (2008). *Project Management, the management process*. Boston: McGraw-Hill.

Heizer, j., Render, B. (2011). *Principles of operations management* (8th ed.). NJ: Pearson.

Heldman, K. (2007). *Project management professional exam study guide* (4th ed.). NJ: Wiley.

Mantel, S. J., Meredith, J.R., Shafer, S. M., and Sutton, M. M. (2008). *Project Management in Practice*. NJ: Wiley.

MOAC (Microsoft Official Academic Course). (2008). *Microsoft Office Project 2007*. NJ: Wiley.

Objectives

- To understand the function and importance of Operations and Production in a business environment and how it is related to other business functions.
- To understand competitiveness, strategy, productivity, forecasting, inventory, and queuing concepts.
- To conduct forecasting using quantitative and qualitative methods.
- To understand how to apply efficient and quality production and service.
- To understand strategy planning, and decision making based on quantitative models.
- To understand project networks and scheduling techniques.
- To solve operations problems by applied math models.
- To understand Quality Management and Control.
- To understand Supply Chain Management.
- To understand Inventory Management and solve Inventory problems.
- To understand Aggregate Planning.
- To understand Scheduling and its quantitative applications.
- To understand Project Management, and its quantitative applications.

College of Business and Economics Class Policies

Assignments:

Assignments must be solved on Excel/ MSP/ other s/w, and will be graded for form as well as content. Grammar and spelling errors may distort the message you are trying to communicate! As a result, such errors may lower your grade.

Class-notes might be checked anytime during the semester. Class-notes must be handwritten and updated on weekly basis. No printed or photocopying are allowed. Any deficiency in your class-notes will result in losing 10% from your final grade.

Side conversation:

Side conversation makes it difficult for your classmates to actively listen and learn. So, please be considerate of others. If side conversation persists, you will be asked to leave the class and use a more appropriate setting for social interaction. Of course, you will be considered absent from that particular class.

Courtesies expected:

Cell phones must be turned-off during class. If you fail to do so, your grade for participation will be affected and you may be asked to leave the class. Of course, you will be considered absent from that particular class. Eating in class is also unacceptable.

Observance of Local and State Laws:

Included in AUK's code of conduct are the requirements that students must observe local and State laws as well as AUK's academic and behavioral regulations. Conduct which violates Islamic values, practices, beliefs are regarded as inappropriate. Violations of these published laws or of AUK's expectations on personal conduct may subject the violator to action by University authorities. Thus, as per AUK catalogue, gender segregation will be enforced at AUK.

Final Exam:

Your final exam is comprehensive. Please refer to the Registrar's schedule for final exam dates and times. Any deviation will be announced in class.

Participation & Meaningful Contribution:

The purpose is to learn through group interaction, constructive debates, as well as to improve your verbal communication skills. Class participation will be measured on both quality and frequency of participation. Absences will negatively affect your participation grade.

	<i>Evaluation</i>
Mid-term Exam (2 or 3 exams, total time = 3 hrs.)	90%
Class participation/ quizzes/ assignments	10%
Absences (>3; excused or unexcused)	-10%
Missing notes	-10%
Final Exam (optional)	10%
Extra assignments	5-10%

Tentative course schedule

Week	Topic
1	Intro. To Operations management ... Ch.1(Stevenson); Ch.1(Heizer); Ch.1(Gray)
2	Forecasting.1: Competitive strategy and productivity ... Ch.3, 13(Stevenson); Ch.4(Heizer)
3	Forecasting.2: SMA (simple moving average), WMA (weighted moving average) ... s/w
4	Forecasting.3: ESM (exponential smoothing model), SLR (simple linear regression) ... s/w
5	Scheduling.1: STE (single-time estimate) project networks ... Ch.13, 16(Stevenson); Ch.8, 13(Gray); Ch.15(Heizer) ... s/w
6	Scheduling.2: 3TE (3-time estimate) project networks, and CPM (critical path method)...s/w
7	Inventory management ... Ch.12-15(Stevenson); Ch.12-14, 16(Heizer) / MT.1
8	Supply chain management ... Ch.11(Stevenson); Ch.11(Heizer)
9	Queuing models ... Ch.18(Stevenson) / MT.2
10	Linear programming ... Ch.6(Stevenson) ... s/w
11	Quality Management and Control ... Ch.7(Stevenson); Ch.6(Heizer) / MT.3
12	Team-project presentations.1
13	Team-project presentations.2
14	Final exam review
15	Final exam (according to university exam-schedule)