

# MGT 3501-A Operations Management

Summer 2024

**Instructor:** Manpreet Hora  
**Email:** [mhora3@gatech.edu](mailto:mhora3@gatech.edu)  
**Class Location and Times:** TBD  
**Office Hours:** TBD  
**Course Text:** Operations and Supply Chain Management, 15th/16th/17th Edition, by Jacobs and Chase: McGraw-Hill/Irwin, New York, NY.  
Note: The 12th, 13th, and 14th editions are sufficient for this course.

## Course Description

Operations management (OM) is defined as the design, operation, and improvement of the systems that create and deliver the firm's primary products and services. Understanding the role of the operations function and its impact on the competitiveness of the firm is an important part of any manager's training. Operational issues include designing, acquiring, operating, and maintaining facilities, employees and processes; purchasing raw materials or component parts; developing new products and services; controlling and maintaining inventories; and providing the labor needed to produce a product or service so that customer expectations are met.

This course offers a comprehensive overview of operational practices across both manufacturing and service sectors. It is intended to provide managers in all functional areas with sufficient knowledge to make informed business decisions and to introduce standard terms and concepts for effective communication with operations personnel. In such a course, the emphasis is on providing a broad understanding rather than in-depth explorations of individual topics.

## Course Objectives:

- Describe how OM is vital to an organization
- Build both quantitative and qualitative analysis skills, especially those needed for managing important business trade-offs

- Provide real-world case studies, which can be used to help learners evaluate various problems that arise in practice
- Enable students to understand why the principles discussed are important to a business and how these principles are implemented using best practice techniques.

## Grading Policy:

The course's grades will be based on two midterm exams, one final exam, in-class quizzes, and assignments. Participation can make a difference if you are on the borderline between two grades to boost your grade. Final course grades will be assigned according to the following weights:

Attendance and Class Participation	20% (Individual)
Assignments:	20% (Individual)
Exams:	40% (Individual)
Final Projects:	20% (Group)

The target assignment for letter grades will be as follows:

A	90-100 points
B	80-89.99 points
C	70-79.99 points
D	60-69.99 points
F	Below 59.99 points

If you have an issue or concern with your grade in an exam, or assignment, please provide a detailed, written request for a re-grade within one week of receiving your grade. I will reserve the right to re-grade the entire exam, quiz, or assignment (and not only the specific question you are contesting).

## Exam Policies:

Makeup exams will not be given. Students expecting to miss a scheduled exam due to an official Georgia Institute of Technology event must prearrange an alternate time to take the exam. Other excused absences (for health reasons, etc.) must be documented, and the grade missed will be the average of the other exam scores. All other cases will receive a grade of zero for the missed exam. Students can use notes and lecture slides from the class. Collaboration with other students is strictly prohibited. The midterm exams will be timed for 70 minutes, and the final exam will be timed for 2 hours and 50 minutes.

Per Georgia Tech's policy, any cheating will result in, at minimum, a penalty of twice the potential advantage from cheating. All cases of alleged cheating will be referred to the Dean of Student Affairs for disciplinary action. I strongly encourage all students to visit the website of the Office of Student Integrity at <http://www.osi.gatech.edu/index.php/>.

**Assignments:**

There will be short assignments on Canvas throughout the semester. These can be based on assigned readings or concept covered in class. The goal of these assignments is to help you actively process the class materials and maximize learning. Topics and types of assignments will vary. Assignment submissions will be handled on Canvas. Makeup assignments will not be given.

**Late Work:**

Quizzes and Assignments submitted after the deadline announced on Canvas will not be accepted.

**Honor Code:**

Potential violations of the honor code will be sent to the Office of Student Integrity for review. Students are responsible for the information contained in the Georgia Institute of Technology Honor Code (available at <http://www.honor.gatech.edu>). For any question or concern involving any Academic Honor Code issues, please consult me.

**Official Communications:**

Both Canvas and the class email distribution list are used to post information on class changes, upcoming assignments, grades, etc. Communications will be sent to the Georgia Tech student email that is assigned to you by the Institute.

It is your responsibility to have the Georgia Tech email account active and to receive and regularly read messages written to that address. In case a student needs to contact the instructor through email, it is strongly advised that such emails are sent through Georgia Tech student email account only.

**Accommodations for Disabilities:**

If you have established accommodations with the Office of Disability Services, please communicate your approved accommodations to me at your earliest convenience so we can discuss your needs in this course. Any accommodation granted will begin only after you present the documentation. If you have a need but have not yet established accommodations through Disability Services, you should contact Disability Services at 404-894-2563 or [dsinfo@gatech.edu](mailto:dsinfo@gatech.edu) or <http://disabilityservices.gatech.edu>. Disability Services offers resources and coordinates reasonable accommodations for students with disabilities and/or temporary health conditions. Reasonable

accommodations are established through an interactive process between you, your instructor, and Disability Services.

### Tentative Schedule:

The following schedule is tentative. In general, even if the specific date of coverage may change slightly, the order of coverage should remain as presented below. Modifications may be made as the semester progresses and the appropriate changes will be announced.

Week	Day	Date	Tentative Topic	Note
1			Course Introduction and Overview Process View	
2			Process analysis Process analysis (practice problems)	
3			Little's Law Operations Strategy	
4			Forecasting Innovation Management	
5			Review Session <b>Exam #1</b> on Weeks 1 to 4	
6			Sustainable Operations Inventory Management	
7			Revenue Management Safety Stock and Risk Pooling	
8			Bullwhip Effect, SCM Coordination Newsvendor Model	
9			Value Creation Analysis <b>Exam #2</b> on Weeks 5 to 8	
10			Project Progress Report (in-class) Project Progress Report (in-class)	
11			Review Session	