

THE UNIVERSITY OF TEXAS AT DALLAS
School of Management
Box 830688, Richardson, Texas 75083-0688

OPRE6260 OPERATIONS MANAGEMENT
Spring 2001, Section 595
Dr. Chelliah Sriskandarajah

- **Objective:** Production/operations is a dynamic discipline. It involves with the integration of numerous activities and processes to produce products and services in a highly competitive global environment. Many companies have experienced a decline in market share as a result of their inability to compete on the basis of product design, cost or quality. Most now agree that world class performance in operations, i.e., in product design, manufacturing, engineering and distribution, is essential for competitive success and long term survival.

The course helps the students to develop an understanding of identifying strategic needs, formulate strategies that recognize the necessity of integrating operations with other functional areas, and implement those strategies through analytical models to gain a sustainable competitive advantage.

- **Course Outline**

1. Introduction

- Operations Management
- Type of Production systems
- Productivity, competitiveness.

2. Process Management and Strategy

- Products, Processes, and Performance
- Operations Strategy and Management

3. Process Flow Measurement

- Process Flow Measures
- Flow-Time Analysis
- Flow-Rate and Capacity Analysis
- Inventory Analysis

4. Process Flow Variability

- Managing Flow Variability : Safety Inventory
- Managing Flow Variability : Safety Capacity
- Managing Flow Variability : Process Control and Capability

5. Process Integration

- Process Synchronizations and Improvement

- Grading :
 - 40 % final examination
 - 20 % mid-term examination
 - 20 % 2 case study projects
 - 10 % course work (3 assignments)
 - 10 % class participation

Mark Range	Grade
80-100	<i>A</i>
70-79	<i>B</i>
60-69	<i>C</i>
Below 60	<i>F</i>

- **MID-TERM EXAMINATION** : 11 April 2001, 8:00PM to 10:00PM.
- **FINAL EXAMINATION** : 9 May 2001, 6:00PM to 9:00PM.
- **Text:** Managing Business Process Flow by R. Anupindi, S. Chopra, S.D. Deshmukh, J.A. Van Mieghem, E. Zemel, First Edition, Prentice Hall, 1999.
- **For additional reading:** Production/Operations Management by William J. Stevenson, Sixth Edition, Irwin/McGraw-Hill, 1999.
- **Assignments:** Assignments must be returned on the specified due dates. You may discuss the assignments with others but make sure that you complete the work independently.
- **Examination:** There will be a mid-term and a final exam. All exams are closed book. No make up exams will be given.
- **Teaching Assistants:** Ms. Yin Hong (office: JO 5.410B), MR. N. Sanjeewa (office: JO 5.608G)
- **Office hours by Dr. C. Sriskandarajah, office JO 4.916:** Every Thursday starting 29 March 2001 : 5:00PM - 7:00PM.

- **Office hours by Ms. Yin Hong:** Every Tuesday starting 27 March 2001 : 5:00PM - 7:00PM.
- **Office hours by MR. N. Sanjeewa:** Every Monday starting 26 March 2001 : 5:30PM - 6:30PM.
- **E-mails:**
Dr. C. Sriskandarajah : chelliah@utdallas.edu
Ms. Yin Hong : windyin@utdallas.edu
Mr. N. Sanjeewa : sanjeewa@utdallas.edu

*Dr. C. Sriskandarajah
Office : JO 4.916
Phone : (972) 883-4047
Fax : (972) 883-2089
E-mail: chelliah@utdallas.edu
Homepage: <http://www.utdallas.edu/~chelliah>*