

Operations Management

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|--------------------------|--------------------------------------|--|---------------------|------------------|-------------------|
| Course Name | Course type (credit/hours) | Required course(3/3) | | Course code | I034 |
| | Target students Division/major/grade | Business Administration/Sophomore | | Opening semester | 2019 2ND SEMESTER |
| | Class time and classroom | Mon D(DaB106)Thu D(DaB106) | | English Grade | A(100%English) |
| Reference to this course | Prerequisite courses | 계량경영, 통계학 | | | |
| | Related basic courses | 계량경영, 통계학 | | | |
| | Recommended concurrent courses | | | | |
| | Related advanced courses | | | | |
| Instructor | Name (title/division) | Chang Hwan Lee(Professor, Business Administration) | | | |
| | Office Room Number | 다422 | Office phone Number | 2911 | e-mail |
| | Office hours | | | Homepage address | |
| Teaching Assistant | Name (title/division) | | | | |
| | Office Room Number | | Office phone Number | | e-mail |

1. Introduction

2. Course Objectives

Specifically, we will discuss (1) basic concepts of business processes and management strategy, (2) key process measures and their relationships, (3) the effect of uncertainty in flows on the process performance, and (4) synchronization of flows of materials and information.

<경영학교육인증 교과목 학습성과>

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3. Class types and activities

4. Teaching Method

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| <input type="checkbox"/> lecture <input type="checkbox"/> team project(presentation and case studies) <input type="checkbox"/> designing and production <input type="checkbox"/> others | <input type="checkbox"/> discussion and debate <input type="checkbox"/> experiments(role-playing,etc) <input type="checkbox"/> on-site learning(on-site training) |
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5. Support Systems in Use

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|---|---|---|
| <input type="checkbox"/> AjouBb <input type="checkbox"/> cyber lecture <input type="checkbox"/> class behavior analyzing system | <input type="checkbox"/> automatic recording system <input type="checkbox"/> online content <input type="checkbox"/> others | <input type="checkbox"/> web-based assignment |
|---|---|---|

6. Teaching Tools

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|--|---|---|
| <input type="checkbox"/> PBL(Problem Based Learning) | <input type="checkbox"/> CBL(Case Based Learning) | <input type="checkbox"/> TBL(Team Based Learning) |
| <input type="checkbox"/> UR(Undergraduate Research) | <input type="checkbox"/> FL(Flipped Learning) | <input type="checkbox"/> DSAL(Data Science Active Learning) |
| <input type="checkbox"/> others | | |

7. Knowledge and ability required for taking this course

Lecture Notes/Courseware: The outline of lecture notes (mostly in Powerpoint files) and Excel data files necessary for the analyses of examples and cases will be available at <http://biz.ajou.ac.kr>.with Download Password: 2911. The file with heading (O) denotes initial entry, and the file with heading (M) represents modified entry.

8. Method of Evaluation

| Evaluation Item | The Number of Times | Evaluation Proportion | Remarks |
|-----------------|---------------------|-----------------------|---------|
| Attendance | | 5% | |
| midterm exam | 1 | 45% | |
| final exam | 1 | 45% | |
| quiz | | | |
| presentation | | | |
| discussion | | | |
| homework | | | |
| etc | | | |
| study hours | | | |

9. Textbook and supplementary material

| Main/Sub | Title (Web-site) | Writer | Publisher | Publication year |
|----------|--|--------------------------------------|---------------|------------------|
| Main | Managing Business Process Flows (MBPF) | Ravi, A., S. Chopra, S. D. Des | printice Hall | 2006 |

10. Class system and Class shedule

Basically, the class instructional format will be a dialogue between the students and the instructor. It is important to note that strong class participation is founded on adequate preparation. You will be expected to have thoroughly reviewed the material on every class subjects prior to its discussion in class. When you are prepared, the class discussion is greatly enhanced and everyone including me learns far more than otherwise.

< Class Schedule >

* language : K-korean, E-English

| Weeks | Topics | language | Instructor | Teaching Method | Evaluation Method | Matter to be prepared |
|-------|--|----------|----------------|-----------------|-------------------|-----------------------|
| 1 | Processes and Strategy :Introduction | | Chang Hwan Lee | | | |
| 2 | Products and Processes Process Flow Measures | | Chang Hwan Lee | | | |
| 3 | Process Flow Measures Three Key Operational Measures Little's Law and Applications Analyzing Income Statement | | Chang Hwan Lee | | | |
| 4 | Flow Time Analysis Critical Path Method Application: Kristen's Cookie Co | | Chang Hwan Lee | | | |
| 5 | Uncertain Activity Times | | Chang Hwan Lee | | | |
| 6 | Flow Rate Analysis Capacity Measurements Product Mix Decisions Linear Programming LP in a Spreadsheet | | Chang Hwan Lee | | | |
| 7 | Midterm Test | | Chang Hwan Lee | | | |
| 8 | Inventory Analysis Inventory Basics, EOQ Price Discounts: Forward Buying | | Chang Hwan Lee | | | |
| 9 | Safety Inventory Safety Stock & Service Level Effect of Centralization Supply Chain Coordination | | Chang Hwan Lee | | | |
| 10 | Safety Capacity Capacity Analysis | | Chang Hwan Lee | | | |
| 11 | Queuing Models Variance Propagation | | Chang Hwan Lee | | | |
| 12 | Queuing Models Variance Propagation | | Chang Hwan Lee | | | |

< Class Schedule >

* language : K-korean, E-English

| Weeks | Topics | language | Instructor | Teaching Method | Evaluation Method | Matter to be prepared |
|-------|--|----------|----------------|-----------------|-------------------|-----------------------|
| 13 | Queuing Models Variance Propagation | | Chang Hwan Lee | | | |
| 14 | Process Integration Synchronization & Improvement | | Chang Hwan Lee | | | |
| 15 | Business Ethics In Operations | | Chang Hwan Lee | | | |
| 16 | Final Exam | | Chang Hwan Lee | | | |

11. Other items of notification