

# Course Syllabus

<b>Course Name:</b>	Operations Management		
<b>Course Number:</b>	ENMG 698	<b>Credit Hours:</b>	3
<b>Instructor:</b>	Hussein Tarhini, PhD	<b>Phone:</b>	NA
<b>Email:</b>	ht27@aub.edu.lb	<b>Virtual Office Hours:</b>	1 hour/week for Q&A And By Appointment
<b>Recommended Material:</b>	Heizer, Jay, Barry Render, and Chuck Munson. "Operations Management- Sustainability and supply chain management (11. utg.)" Essex: Pearson (2014).		

## Pre-requisite

Probability and statistics, Calculus.

## Course Description

This course aims to present to the students how to design and manage operations in an organization for a sustainable and competitive advantage. The course addresses theoretical and practical insights into service and manufacturing operations, in both the private and public sectors. The course covers topics, such as: Forecasting; strategic operations; introduction to linear programming; aggregate planning; inventory management; MRP and ERP and scheduling.

## Course Learning Goals (LG)

- Acquire basic knowledge on operations management
- Use basic tools and methods for forecasting the different types of demand.
- Solve aggregate planning problems
- Acquire the skills needed to implement basic inventory control systems
- Differentiate between the role of several production control systems (MRP and JIT).
- Apply basic tools and algorithms required for scheduling operations and activities in a project.

## Topical Coverage

- Introduction to Operations Management
- Operations Strategy in a Global Environment
- Forecasting
- Inventory Management
- Linear Programming Overview
- Aggregate Planning
- Production Planning: MRP and JIT
- Scheduling

## Grading

Deliverable	Grade Distribution
Online Participation and Lectures Completion	9%
Online Discussions	4%
Team Practice Problems and Individual Assignments	27%
Project	35%
Final Take home Exam	25%
<b>Total</b>	<b>100%</b>

## Instructional Methodology

This is an online course and therefore all course content will be delivered online through the Learning Management System. Courses are divided into modules that may span over more than a week. Every module includes learning concepts presented in the form of interactive lectures, videos, animation, readings and other forms. Students will be engaged in discussions, exercises, case studies, exams and others. Please follow the course outline for a comprehensive list activities.

## Participation and NETIQUETTE

In an online environment, the main mean of communication is written. The written language has many advantages: more opportunity for reasoned thought, more ability to go in-depth, and more time to think through an issue before posting a comment. However, written communication also has certain disadvantages, such a lack of the face-to-face signaling that occurs through body language, intonation, pausing, facial expressions, and gestures. As a result, please be aware of the possibility of miscommunication and compose your comments in a positive, supportive, and constructive manner by following the tips below:

- Use non-offensive language.
- Respect classmates' ability to read and write.
- Use correct spelling and grammar in all written communications. Always proofread.
- Be cautious in using Internet language. For example, avoid CAPITALIZING all letters.
- Avoid unnecessary symbols, abbreviated words, texting shorthand, and replacing words with numbers (e.g. Pls don't rplce wrds w/#s).
- Avoid repeating letters or characters like this: reeepeeaaattingggg chaacterrrrs.
- Avoid excessive punctuation if possible (e.g. !!!!!!! or ???????).
- Keep an "open-mind" and be willing to express even your minority opinion.
- Respect other people's time and bandwidth.
- Respect other people's privacy.
- Be forgiving of other people's mistakes.

- Think before you push the “Send” button.
- Do not hesitate to ask for feedback.
- Help each other. We encourage you to reply to your peers’ questions and comments.
- When in doubt, always check with your instructor for clarification.
- Play an active role to participate in group work and work jointly towards your final submission.
- Discussion forums’ posts should be substantive and response posts should be meaningful and advance the discussion of the issues, ideas, questions that were raised in the initial posts. While you can be supportive of your peers by saying, "I agree" or "Wow, I never thought of that", these statements alone are not sufficient.

Students are to honor AUB’s Code of Conduct and Academic Integrity. In that, students are expected to be mindful of issues of copyright infringement and plagiarism.

## Technology Requirements

Please review the following computer requirements to ensure that your computer is capable of running the different software needed. The greatest single factor for a positive experience with the LMS is the use of a high-speed or broadband internet connection.

### Internet Access

- Broadband or high-speed internet access is strongly recommended. Broadband includes DSL, cable, and wireless connections.
- Dial-Up internet connections will result in a diminished online experience. Moodle pages may load slowly and viewing large audio and video files may not be possible.

### Web Browsers

The Mozilla Firefox web browser and Google Chrome are strongly recommended

- [Mozilla Firefox](#)
- [Internet Explorer](#)
- [Google Chrome](#)
- [Apple Safari](#)

### Media Plug-ins

These may be required depending on any multimedia your Moodle course utilizes-click on the links below to download the latest versions

- [Adobe Flash Player](#)
- [Adobe Reader](#)
- [Apple QuickTime](#)
- [Windows Media Player](#)
- [PowerPoint Viewer \(for viewing PowerPoint files if you don't have PowerPoint or Microsoft Office\)](#)

### **Microsoft Office**

- Microsoft Excel
- Microsoft Word

### **Build Rapport**

If you find that you have any trouble keeping up with assignments or other aspects of the course, make sure you let your instructor know as early as possible. As you will find, building rapport and effective relationships are key to becoming an effective professional. Make sure that you are proactive in informing all of your instructors when difficulties arise during the semester, so that we can help you find a solution.

### **Students with Special Needs or Disabilities**

AUB strives to make learning experiences accessible for all. If you anticipate or experience academic barriers due to a disability (such as ADHD, learning difficulties, mental health conditions, chronic or temporary medical conditions), please do not hesitate to inform the Accessible Education Office. In order to ensure that you receive the support you need and to facilitate a smooth accommodations process, you must inform your instructor of your accessibility need and register with the Accessible Education Office (AEO) as soon as possible:

[accessibility@aub.edu.lb](mailto:accessibility@aub.edu.lb); +961-1-350000, x3246.

## Copyright Policy

Integrity is an absolute must: Students are expected to complete all work with the highest standard of integrity in line with AUB's Student Code of Conduct. Plagiarism, forgery, cheating or any form of academic misconduct will not be tolerated and will automatically result in a failing grade. What is plagiarism? Plagiarism occurs when students draw on another's work without properly acknowledging the source of the materials via proper referencing and quotations. When writing your written report, it is very important to familiarize yourself on how to cite other people's work. You certainly do not want to get unwarranted credit for someone else's work.

## Non-Discrimination – Title IX – AUB

AUB is committed to facilitating a campus free of all forms of discrimination including sex/gender-based harassment prohibited by Title IX. The University's non-discrimination policy applies to, and protects, all students, faculty, and staff. If you think you have experienced discrimination or harassment, including sexual misconduct, we encourage you to tell someone promptly. If you speak to a faculty or staff member about an issue such as harassment, sexual violence, or discrimination, the information will be kept as private as possible. However, faculty and designated staff are required to bring it to the attention of the University's Title IX Coordinator. Faculty can refer you to fully confidential resources, and you can find information and contacts at [www.aub.edu.lb/titleix](http://www.aub.edu.lb/titleix).

**To report an incident**, contact the University's Title IX Coordinator Mitra Tauk at 01-350000 ext. 2514, or [titleix@aub.edu.lb](mailto:titleix@aub.edu.lb). An anonymous report may be submitted online via EthicsPoint at [www.aub.ethicspoint.com](http://www.aub.ethicspoint.com).