

## Operations Management

Course Name	Course type (credit/hours)	Required course(3/3)		Course code	1112
	Target students Division/major/grade	Business Administration/Sophomore		Opening semester	2017 2ND SEMESTER
	Class time and classroom	Mon D(JH104)Thu D(JH104)		English Grade	A(100%English)
Reference to this course	Prerequisite courses	Quantitative Business Analysis, Business Statistic			
	Related basic courses	Quantitative Business Analysis, Business Statistic			
	Recommended concurrent courses				
	Related advanced courses				
Instructor	Name (title/division)		Sung, Minje(Professor, Business Administration)		
	Office Room Number	다526	Office phone Number	2912	e-mail
	Office hours		Homepage address		
Teaching Assistant	Name (title/division)				
	Office Room Number		Office phone Number		e-mail

### 1. Introduction

Business processes transform inputs into outputs, either physical goods or services, to satisfy customer needs. This transformation involves a flow of materials and information through a network of various activities including storage buffers. This course covers tools and methods to manage the business processes, which include both long-term strategic planning and short-term adaptive control. 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.

### 2. Course Objectives

ILO(Intended Learning Objective) : K1: Students understand basic theoretical knowledge in core areas of Business Administration/E-Business.

<경영학교육인증 교과목 학습성과>

조회된 데이터가 없습니다.

### 3. Class types and activities

Class Format: 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.

### 4. Teaching Method

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

### 5. Support Systems in Use

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

### 6. Teaching Tools

- |   |   |   |
|---|---|---|
| <input checked="" 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 on e-class web.

## 8. Method of Evaluation

Evaluation Item	The Number of Times	Evaluation Proportion	Remarks
Attendance			1 penalty point for each unexcused absence
midterm exam		45%	
final exam		45%	
quiz		10%	
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) 3rd ed.	Ravi, A., S. Chopra, S. D. Des	printice Hall	2012

## 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		Sung, Minje	Lecture		
2	Products and Processes Process Flow Measures		Sung, Minje	Lecture		
3	Process Flow Measures Three Key Operational Measures Little's Law and Applications Analyzing Income Statement		Sung, Minje	Lecture		

< Class Schedule >

\* language : K-korean, E-English

Weeks	Topics	language	Instructor	Teaching Method	Evaluation Method	Matter to be prepared
4	Flow Time Analysis Critical Path Method Application: Kristen's Cookie Co		Sung, Minje	Lecture		
5	Uncertain Activity Times		Sung, Minje	Lecture		
6	Flow Rate Analysis Capacity Measurements Product Mix Decisions Linear Programming LP in a Spreadsheet		Sung, Minje	Lecture		
7	Midterm Test		Sung, Minje	Test		
8	Inventory Analysis Inventory Basics, EOQ Price Discounts: Forward Buying		Sung, Minje	Lecture		
9	Safety Inventory Safety Stock & Service Level Effect of Centralization Supply Chain Coordination		Sung, Minje	Lecture		
10	Safety Capacity Capacity Analysis		Sung, Minje	Lecture		
11	Queuing Models Variance Propagation		Sung, Minje	Lecture		
12	Queuing Models Variance Propagation		Sung, Minje	Lecture		
13	Queuing Models Variance Propagation		Sung, Minje	Lecture		
14	Process Integration Synchronization & Improvement		Sung, Minje	Lecture		
15	Business Ethics In Operations		Sung, Minje	Lecture		
16	Final Exam		Sung, Minje	Test		

11. Other items of notification