Operations Management

Course Name	Course type (credit/hours)	Required course(3/3)	Course code	I040
	Target students Division/major/grade	Business Administration/Sophomore	Opening semester	2021 2ND SEMESTER
	Class time and classroom	Wed F()Fri F()	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.

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3. Class types and activities

4. Teaching Method

☐ lecture	☐ discussion and debate
☐ team project(presentation and case studies)	☐ experiments(role-playing,etc)
☐ designing and production	☐ on-site learning(on-site training)
☐ others	

5. Support Systems in Use

☑ AjouBb	☐ automatic recording system	☐ web-based assignment
☐ cyber lecture	☐ online content	
☐ class behavior analyazing system	☐ others	

6. Teaching Tools

- ☐ PBL(Problem Based Learning)
- ☐ CBL(Case Based Learning)
- ☐ TBL(Team Based Learning)
- ☐ UR(Undergraduate Research)
- ☐ FL(Flipped Learning)
- ☐ DSAL(Data Science Active Learning)
- ☐ 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 >

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