

## Operations Management

Course Name	Course type (credit/hours)	전필 (3/3)			Course code	1044
	Target students Division/major/grade	경영학부/경영학전공 2학년			Opening semester	2019 1ST SEMESTER
	Class time and classroom	월D(다B106) 목D(다B106)(다B106)			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)		이창환 (교수/경영대학 경영학과)			
	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.

### 3. Class types and activities

### 4. Teaching Method

<input type="checkbox"/> lecture	<input 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 type="checkbox"/> e-class	<input type="checkbox"/> automatic recording system	<input type="checkbox"/> web-based assignment
<input type="checkbox"/> cyber lecture	<input type="checkbox"/> blended learning(combination of online and offline teaching)	
<input type="checkbox"/> class behavior analyzing system	<input type="checkbox"/> others	

### 6. Teaching Tools

<input type="checkbox"/> PBL(Problem Based Learning)	<input type="checkbox"/> CBL(Case Based Learning)
<input type="checkbox"/> TBL(Team Based 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 (0) 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	lang uage	Instructor	Teaching Method	Evaluation Method	Matter to be prepared
1	Processes and Strategy :Introduction		이창환			
2	Products and Processes Process Flow Measures		이창환			
3	Process Flow Measures Three Key Operational Measures Little's Law and Applications Analyzing Income Statement		이창환			

## < 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		이창환			
5	Uncertain Activity Times		이창환			
6	Flow Rate Analysis Capacity Measurements Product Mix Decisions Linear Programming LP in a Spreadsheet		이창환			
7	Midterm Test		이창환			
8	Inventory Analysis Inventory Basics, EOQ Price Discounts: Forward Buying		이창환			
9	Safety Inventory Safety Stock & Service Level Effect of Centralization Supply Chain Coordination		이창환			
10	Safety Capacity Capacity Analysis		이창환			
11	Queuing Models Variance Propagation		이창환			
12	Queuing Models Variance Propagation		이창환			
13	Queuing Models Variance Propagation		이창환			
14	Process Integration Synchronization & Improvement		이창환			
15	Business Ethics In Operations		이창환			
16	Final Exam		이창환			

## 11. Other items of notification