PROFESSOR: Dr. Barin N Nag
Professor of Operations and Information Technology

CONTACT: dr.nag@ugsm-monarch.ch

COURSE OBJECTIVES:
This course is designed to demonstrate the methods, models, and techniques of efficient and effective management of all aspects of the production of manufactured and service products consistent with objectives of achieving competitiveness and success. Topics include strategy, product design, quality management and control, inventory management, lean and agile production, supply chain management, forecasting and capacity management, and aggregate planning and resource management. Other topics may be included for currency and relevancy.

TEXTBOOK REQUIREMENT:
MANAGING OPERATIONS IN MANUFACTURING, SERVICES & E-BUSINESS

EVALUATION:
Students will be evaluated based on the quality of their written submissions to the university. Each of the first four papers should be approximately 15 pages, not including the title page, abstract and reference page. Each paper should include APA 6 style referencing and include at least 15 scholarly references no older than ten years. The assignment should be double spaced, with proper header and page numbers located on each page. It is expected that each paper reflects the position of the student supported by references. Monarch standard for formatting of term papers should be followed.
The final term paper should be no less than 25 pages and should include a minimum of 30 references. The ultimate goal for this final term paper should be work that is publishable in a journal. Thus it should contain well-written high quality analysis of a substantial body of literature, or contain original ideas supported by the existing literature. Work on the final term paper should begin in week 1 with the selection of a topic by the student in consultation with the instructor.

| MARKING SCHEME |
|-----------------|-----------------|-----------------|
| Mark | Approx. Length | Due Date - Week |
| Paper 1 | 15% | 15 pages | Week 2 |
| Paper 2 | 15% | 15 pages | Week 4 |
| Paper 3 | 15% | 15 pages | Week 6 |
| Paper 4 | 15% | 15 pages | Week 8 |
| Final Term Paper | 40% | 25 pages | Week 12 |
| **Total** | **100%** | |

DROPBOX SUBMISSION:

Please note that all candidates MUST upload all assignments to the DROPBOX account assigned for this course. NO exceptions will be granted. Also, students should not send assignments directly to the professor’s email account.

COMMUNICATION:

All communication with the professor MUST be done using the assigned MONARCH EMAIL ADDRESS and NOT PERSONAL EMAIL accounts.

PLAGIARISM:

Plagiarism is a serious academic offence. All submitted work is verified using the state-of-the-art plagiarism software. Any student found plagiarizing will face strict disciplinary action which may include expulsion from the University. All students should make themselves conversant with the Monarch Policy on Plagiarism which may be found on the student portal.

STUDY PLAN:

The duration of the course is 12 WEEKS. By week 11, all candidates should able to merge all the principles taught to prepare and complete the Final Term Paper.
## COURSE OVERVIEW - SCHEDULE

<table>
<thead>
<tr>
<th>WEEK</th>
<th>CHAPTER</th>
<th>ASSIGNMENT</th>
<th>TOPICS</th>
</tr>
</thead>
</table>
| 1    | 1, 2    |            | 1. Introduction and Overview  
                     2. Strategy, Globalization, and Ethics |
| 2    | 3, 4    | Paper #1   | 3. Quality Management  
| 3    | 8, 9    |            | 8. Product Design in Goods and Services  
| 4    | 10, 11  | Paper #2   | 10. Location Decisions and Analysis  
                     11. Process Layout Design |
| 5    | 12, 13  |            | 12. Inventory Management  
                     13. Aggregate Planning |
                     15. Supply Chain Management |
| 7    | 16      |            | 16. JIT and Lean Operations |
| 8    | 17      | Paper #4   | 17. Reliability and Maintenance |
| 9    | 18      |            | 18. Time-Oriented Management of Operations |
| 10   | 19      |            | 19. Managing Human Resources, Jobs, Work |
| 11   | 6 (optional) | Final Term Paper | 20. Forecasting |
| 12   | 7 (optional) | Final Term Paper | 21. Statistical Quality Control |

Note: Chapters and reading topics come at the beginning of the week. Assignments are due at the end of the week of listing.

## READINGS


