



MSME BUSINESS SCHOOL

ASSUMPTION UNIVERSITY

Department of Industrial Management and Logistics

MGT3905 Operations Management

COURSE SYLLABUS: SEMESTER 2/2020

MSM&E's Vision and Mission

Vision: To be distinguished business school with entrepreneurial spirit and international learning environment

Mission: Educating graduates with entrepreneurial spirit, global competency, and social responsibility.

- By nurturing business knowledge and skills to develop creative business solutions;
- By developing business communication skills and appreciation of diversity;
- By fostering ethical awareness to act in the benefit of the society at large.

Assumption University's Uniqueness and Identity

Uniqueness of the University: An International Catholic University

Identity of AU Students: Ethics
English Proficiency
Entrepreneurial Spirit

Course Information

Course Title	MGT3905 Operations Management		
Prerequisites	MGT2900 Principles of Management		
Instructor Information	Dr. Charoen R.	4 th floor, MSM building	(charoenrss@msme.au.edu)
	Dr. Chanasit T.	4 th floor, MSM building	(chanasitthn@msme.au.edu)
	A. Wasana M.	2 nd floor, VMC building	(wasanamrk@msme.au.edu)
	Dr. Chuthin T.	15 th floor, CL building	(chuthintns@msme.au.edu)
	Dr. Sutta S.	2 nd floor, VMC building	(suttasrn@msme.au.edu)
	A. Panant K.	4 th floor, SC building	(panantkrr@msme.au.edu)
LMS	http://lms.msme.au.edu		
Course Description	Basic concepts of operations management, productivity measurement, operations and process selection, forecasting, capacity planning, quality management, inventory management, project management, supply chain management, and environmental sustainability.		

Textbooks, Software, and Other Readings

Required Textbook(s):	"Operations Management"; 13 th edition, McGraw Hill, 2018, William J. Stevenson
Required Software:	None
Other Required Readings:	None
Optional Readings	None

Mark Allocation:

Attendance & participation	5 %	
Online simulation game	10 %	1 st game is before midterm and 2 nd game is before final exam.
Online quizzes	10 %	1 st quiz is before midterm and 2 nd quiz is before final exam.
Online assignments	15 %	Students do these individually.
Midterm examination	30 %	January 14, 2021 from 12.00 – 14.00
Final examination	30 %	March 22, 2021 from 9.00 – 12.00
TOTAL	100 %	

Examinations, Assignments, and Other Evaluation Policies:

Mid-Term Examination:	It consists of multiple-choice questions, true or false, and matching problems. It covers 5 chapters (chapters 1, 2, 5, 6, and 13) and the 1 st online simulation game.
Final Examination:	It consists of multiple-choice questions, true or false, and matching problems. It covers 7 chapters (chapters 3, 4, 8, 9, 15, 17 and 18) and the 2 nd online simulation game.
1st online simulation game	The 1 st rank gets 3% and do nothing students get 0%.
2nd online simulation game	The 1 st rank gets 7% and do nothing students get 0%.
Friday March 5, 2021: Last day to withdraw with “W”(withdrawing after this date will be given “WF”)	

Academic Integrity:

The instructor and Assumption University value and enforce academic integrity. All students must understand the meaning and consequences of cheating, plagiarism and other academic offences.

Plagiarism is defined in dictionaries as the “wrongful appropriation,” “close imitation,” or “purloining and publication” of another author’s “language, thoughts, ideas, or expressions,” and the representation of them as one's own original work. – Wikipedia

Any work submitted that is deemed plagiarized work (e.g. without citing the origin of the idea or writing) will receive a ZERO for that submission. More importantly, your action is subject to the university committee for academic integrity. The punishment, if found guilty, is the same as what you will receive when you are found cheating in an exam. That is, you will receive an F for the course

Course Schedule:

Week	Chapter	Activity
1	Ch.1: Introduction to Operations Management	
2	Ch.2: Competitiveness, Strategy, and Productivity	Assignment 1
3	Ch.5: Strategic Capacity Planning for Products and Services	Assignment 2
4	Ch.6: Process Selection and Facility Layout	
5	Ch.13: Inventory Management	Assignment 3 and 4
6	Overview and demonstrate online game assignment 1	
7	Ch.15: Supply Chain management	
Midterm examination on January 14, 2021 from 12:00-14:00		

Week	Chapter	Activity
9	Ch.3: Forecasting	Assignment 5 and 6
10	Ch.4: Product and Service Design	
11	Demonstrate online game assignment 2	
12	Ch.8: Location Planning and Analysis	Assignment 7
13	Ch.9: Management of Quality	
14	Ch.17: Project Management	Assignment 8 and 9
15	Ch.18: Management of Waiting Lines	Assignment 10
16	Verification of the course	
Final examination on March 22, 2021 from 9:00-12:00		

Online Simulation Game Requirements

There will be two assignments for this online simulation game. Before the first assignment begins, each student needs to purchase a code from the bookstore and register online. The instructor will tell you when the code is available at the bookstore. Failure to purchase the code and registering online will result in your grade being based on only the quizzes, the midterm exam and the final exam scores in relation to the rest of the students in Operations Management who will be evaluated on the entire overall score counting midterm exam, final exam, quizzes and online simulation game scores. The game is a requirement for the course. Students will use concepts from lectures to play the game, but lectures will typically not focus on the game.

Percentage value of the online simulation game

Components	Percentage
First assignment	3.00%
Second assignment	7.00%
Total	10.00%

The instructors will tell you about any files that you should pursue. You can also download some other important files from **www.lms.msme.au.edu**. If for any reason, you have a problem with the simulation game, contact your instructor for assistance.

CLASSROOM POLICIES

ATTENDANCE POLICIES

To comply with the Office of the Higher Education Commission Requirements:

- If any students miss more than 6 classes, regardless of any reasons, he or she will not be allowed to take the final examination.
- The Dean, Department Chairperson, and Lecturer of this subject are empowered to withdraw or withhold correction of the final examination papers from students lacking class attendance requirements without the students’ consent.

CHEATING POLICIES

If any students or a group of students will be caught copying, partial/entire project or hire outside or inside person to do their works, the faculty consider such act as a serious matter which will automatically result in ‘F’ grade for an entire group.

CHANGING SECTION

Students are neither allowed to study in other section they have not enrolled for, nor do the project with their friends in other sections. The lecturer does not have any authority to allow his/her students to switch section without proper authorization from the registrar.

CLASS PARTICIPATION

In compliance with the University’s policy on class attendance, the ABAC School of Management requires all students enrolling in courses offered by the School, to obtain a minimum of 80% class attendance to be eligible to sit and take the final examination.

The 20% absence is the maximum number of allowable absences. It is inclusive for all excuses, i.e., sickness, personal and family matters, business trips, and other personal reasons. It is therefore, the student’s primary responsibility to determine the necessity and ascertain the number of times of their absences. For a 3-credit hour subject, with one-and-a-half hour, students are allowed to miss the class 6 times, and with 3-hour class, they can be absent 3 times. It is always desirable for students to reserve at least 2 allowable absences for some unanticipated situations, i.e. sickness or business trips that might result in their absences. Generally speaking, as they have paid tuition fees for 45-hour class (for 3-credit hour subject), students should not be missing any classes in order to obtain maximum value for what they have paid for.

It is always arguable whether class attendance has any correlation with passing or failing a subject. Nonetheless, it is the student’s effective time management and discipline to attend classes that enable them to meet minimum attendance requirements and thus appear for the final examination.

It is not up to the students to decide whether a lecture is too simple and hence, not necessary to attend. On the contrary, it is the students' primary duty to provide feedback to the concerned Department Chairperson regarding the perceived poor performance of their lecturers, i.e. not being punctual, not preparing well for class, not using English in class, and being too critical for class evaluation at the end of the semester.

Class attendance can only be checked for the section the student is registered in:

Students are not allowed to ask lecturers to check their attendance in sections other than the one they have enrolled in. Nonetheless, to give students an opportunity to catch-up classes that they have missed or to review certain topics they did not understand, students are permitted to audit lectures in other sections, given that the lecturer of the section grants permission. Please keep in mind that the permission of the Lecturer to audit his/her lecture in other sections does not imply that students can receive class attendance in those sections – there is no such thing as 'make-up class attendance.'

Speak English in Class

All students must speak English in class both to teacher and peers. The complaints from international students who cannot participate in group-work due to the language barrier such that local students do not communicate in English will seriously be considered for penalty.

Communication Devices in Class

Active mobile phones or any communication devices are not welcome in the classroom. If you regularly carry one of these devices during the day, make sure you turn it off before the class starts.

OTHER MATTERS

AU Dress Code, Time Conflict examination regulations, Prerequisite Subject Requirement, Laws on Smoking Cigarette, and Restrictions on Foods and Drinks V10.1, June 2010

AU DRESS CODE REQUIREMENTS

Following are the University's dress codes students are obligated to strictly observe upon entering campus, attending classes, and using the University's facilities on weekdays, except in sport arenas, AU mall and resident halls:

- ✓ *Tuck the rim of their shirts or blouses in their trousers or skirts,*
- ✓ *Wear only black, brown, dark blue or gray coloured trousers (for male students), and knee-length straight skirts (for female students)*
- ✓ *Please note that when attending the University's formal functions i.e. examinations, quizzes, ethic seminar, class presentations, field trips etc., students are required to wear full uniform with the design stipulated in the University's dress code.*

Furthermore, the dress codes also proscribe the wearing of the following:

- × *below-waist trousers or skirt.*
- × *tight trousers/blouses, or short skirt.*
- × *trousers or skirts made from jeans, corduroy, or velvet.*
- × *trousers with the design resemble to jeans (for male students).*
- × *half-pleated skirt with design similar to straight skirt on the upper part and pleated skirt on the bottom part (for female students).*

- ⊙ ***Breaching the aforementioned dress codes will result in students being denied entry or being requested to leave the university's premises, or being dismissed from classes – in such case, students may lose their class attendance. The rule of debarment will also be applied to the students with less than 80% class attendance.***

(Lecturers and university officers have been authorized to deny university entry permission to students violating this regulation and to request them to leave university's premises, as well as to confiscate their student ID card)

- ⊙ ***Please note that all AU students are obligated to carry the University's student ID card upon entering the University's premise, and present it to the University Officers upon being requested. Failing to present their student ID card irrespective of reasons will subject students to a fine of up to 200 baht.***

Remark: Students whose ID cards are confiscated are required to contact Students Affairs Office (13th floor, CL Building; or 3rd floor, Students Organization Building for the ID card being confiscated at Suvarnabhumi campus or Hua Mak campus respectively), within 5 working days after their ID cards are confiscated to retrieve their ID cards, pay a fine of up to 200 baht, and be informed about other punitive actions, if any. Students who do not retrieve their ID cards within the stated period will be required to apply and pay 200 baht fee for their new students' ID card. The process of applying for the new ID cards requires students to obtain a letter from Office of

Students Affairs to verify the termination of their ID cards, and subsequently contact the Bank officers for their new ID cards.) For future reference, it is advisable for the students to ask for names of lecturers or officers who confiscated their ID cards.

TIME CONFLICT EXAMINATION APPLICATION PROCEDURE

Period to apply for time conflict examination

- AT1. As stipulated in the registration regulations, only graduating students will be allowed to appear for the time conflict examinations without obtaining Dean's approval, provided that their petition is turned in to the Office of Registrar within specified period (refer to AT3), as such, *the non-graduating students must ascertain during the pre-registration and adding periods that the subjects they prefer to enroll or add do not have examination time conflict.*
- AT2. **Should the non-graduating students wish to enroll or add the subjects with conflicting examination time, advices and approval for the time conflict examination must be obtained from the Dean prior to their registration of the subjects. The Dean concerned may exercise his/her discretion in declining the non-graduating students' request for time conflict examination. The decision of the Dean pertaining to the request is final.**
- AT3. **All petitions for the time conflict examination for both graduating and non-graduating students who obtain the Dean's approval must be submitted to Office of Registrar within the first three weeks (15 working days) of the semester/summer session.**
- AT4. **The students need to keep the "receipt" issued by the Office of Registrar, and present it to the Office in case that their names are not included in the "time conflict examination list".**
- AT5. **Ignorant of the Time Conflict Examination Application Procedures or personal reasons causing students to miss the Time Conflict Examination Application's dead line are not justifiable reasons for the late submission of the Time Conflict Examination Application.**

Checking the time conflict examination schedule and venue

- SV1. *The students are also required to contact Office of the Registrar five working days before the first day of the examination period for the time conflict examination schedule as well as the "time conflict examination room". Usually the date of the examination with time conflict would remain unchanged, while the examination time would be rescheduled i.e. one subject would take place before the other - "back-to-back examinations", and the venue would be the examination room designated only for "Time Conflict Examination".*

Venue for Time Conflict Examination

The students must appear for the examinations, only in the assigned "Time Conflict Examination Room". Should the students sit for the examination of any subject with time conflict examination in regular examination rooms, they will not be allowed to appear for another examination or apply for "late examination", and will hence obtain automatic withdrawal for the subject.

PREREQUISITE SUBJECT REQUIREMENT

A prerequisite is a subject or multiple subjects that students must complete before taking an advanced course. For example, students must complete *MGT1101 Introduction to Business* before taking *MGT2900 Principles of Management*. Students who did not meet this requirement will result in automatic debarment and no chance to take the final exam.

LAW ON SMOKING CIGARETTE

As the Health Ministry stipulates the University as a health protection area where smoking is prohibited, hence ***smoking cigarette is only allowed in the designated areas***. Breaching the law will subject students to a fine of **2,000 baht**.

RESTRICTIONS ON FOODS AND DRINKS IN THE CLASSROOM BUILDINGS

Foods and Drinks are not allowed to be brought into classroom buildings. Should the students violate the regulation, their students' ID card will be confiscated.

Office of Vice President for Academic Affairs