

## Operations Management

Course Name	Course section (credit/hours)	Required course(3/3)			course code	I099
	course item				course component	
	Target students Division/major/grade	Business Administration / Business Administration / 2			opening semester	2021 1ST SEMESTER
	Class time and classroom				English Grade	A(100%English)
Reference to this course	Credit compositon	Theory(3) + Design(0) + Practice(0)				
	Prerequisite courses	계량경영, 통계학				
	Related basic courses	계량경영,통계학				
	Recommanded concurrent courses					
	Related advanced course					
Instructor	Name (title/division)	Chang Hwan Lee(Professor, Business Administration)				
	Office Room Number	다422	Extension Number	2911	e-mail	chlee@ajou.ac.kr
	Office hour				Homepage address	
Teaching Assistant	Name (title/division)					
	Office Room Number		Office phone Number		e-mail	

### 1. Course Introduction

### 2. Course Objectives & course outcome

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 checked="" 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 checked="" type="checkbox"/> 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 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 Sciencd Active Learning)
<input type="checkbox"/> others		

### 7. Evaluation method of course outcome

Evaluation Item	The Number of Times	Evaluation Proportion	Remarks
Attendance		5%	
midterm exam	1	45%	
final exam	1	45%	
quiz			

## 7. Evaluation method of course outcome

Evaluation Item	The Number of Times	Evaluation Proportion	Remarks
presentation			
discussion			
homework			
etc			
study hours			

## 8. Textbook and Reference material

Main/Sub	Title	Writer	Publisher	Publication year
Main	Managing Business Process Flows (MBPF)	Ravi, A., S. Chopra, S. D. Des	printice Hall	2006

## 9. 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.

### < Schedule >

\* language : K-korean, E-English

Weeks	Title of lecture	language	time distribution(minutes)			Teaching Method	evaluation method
			theory	design	experiment practice		
1	Processes and Strategy :Introduction		3				
2	Products and Processes Process Flow Measures		3				
3	Process Flow Measures Three Key Operational Measures Little's Law and Applications Analyzing Income Statement		3				
4	Flow Time Analysis Critical Path Method Application: Kristen's Cookie Co		3				

**< Schedule >**

\* language : K-korean, E-English

Weeks	Title of lecture	language	time distribution(minutes)			Teaching Method	evaluation method
			theory	design	experiment practice		
5	Uncertain Activity Times		3				
6	Flow Rate Analysis Capacity Measurements Product Mix Decisions Linear Programming LP in a Spreadsheet		3				
7	Midterm Test		3				
8	Inventory Analysis Inventory Basics, EOQ Price Discounts: Forward Buying		3				
9	Safety Inventory Safety Stock & Service Level Effect of Centralization Supply Chain Coordination		3				
10	Safety Capacity Capacity Analysis		3				
11	Queuing Models Variance Propagation		3				
12	Queuing Models Variance Propagation		3				
13	Queuing Models Variance Propagation		3				
14	Process Integration Synchronization & Improvement		3				
15	Business Ethics In Operations		3				
16	Final Exam		3				

**10. Contribution index of the course for attaining ABEEK program outcomes**

course outcome	contribution scale
No Data	

11. Analysis of improved matters for the previous semester

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13. Reference items

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