Graduate School of Management & Economics
Sharif University of Technology

Operations Management
44281 – 1389-90 (1) (3 Units)

مديريت عمليات

Instructor: Dr. Mehran Sepehri (sepehri@sharif.edu)
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Office Fax: 6602 2759

Assistant:
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Mehdi Haghbaali (haghbaali_mehdi@yahoo.com)

Pre-requisite:
None

Time Schedule:
Lecture: Sundays Classroom 1 3:00 – 4:15 pm
Tuesdays Classroom 1 3:00 – 4:15 pm
Office: Sundays & Tuesdays 9:30 – 11:00 am
Course Objective & Overview
The goal of this course is to provide a general view of concepts and tools in Operations Management to MBA students, with particular attention to both Manufacturing and Service Management practical tools and applications.

Instructional Method
Each session is capped by a lecture/discussion, and includes readings and/or a case. The reading is meant to give some complementary discussion related to the session’s topics or to provide some orientation to the problem addressed in the session. Analysis of cases is the principal method by which one will develop an understanding of the frameworks and skills that we discuss in different sessions. Guest speakers may present their experiences concerning the main topic of selected sessions.

Course materials
The assigned texts for this course are:


Copies of the above books will be available in the school bookstore on the first floor. Also students are provided with a collection of papers from international journals and Harvard Business cases. A hard copy of all handouts will be delivered in class. You should bring your textbooks to class.

Net Address:
- Yahoo group for discussion and downloading files:
  http://groups.yahoo.com/group/OMSharif
- To send emails to everyone in class:
  OMSharif@yahoogroups.com

Please note the copies of class slides will be available in the above address for downloading.

Grading (Evaluation):

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Participation and Class work</td>
<td>5%</td>
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<tr>
<td>Cases/Presentations</td>
<td>10%</td>
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<tr>
<td>Project/Paper/Group work</td>
<td>15%</td>
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<tr>
<td>Quiz/Surprise Quiz</td>
<td>10%</td>
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<tr>
<td>Mid-term</td>
<td>30%</td>
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<tr>
<td>Final Exam</td>
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Mid-term Exam is on Wednesday 3rd of Azar 1389 (Time & Place will be announced).
Final Exam is announced by the registrar, subject to change, closed book.
Course Schedule (Outline):

1. Course Introduction, Operations Management Overview
2. Strategic Role and objectives of Operations
3. Process Design
4. Design of products and services
5. Supply network design
6. Process technology
7. Job design and work organization
8. The nature and planning of control
9. Capacity planning and control
10. Inventory planning and control/Lean
11. Supply chain/Enterprise resource planning
12. Project Planning/Quality Planning
13. Role of service in an economy
14. The nature of service/service strategy
15. New service development/Technology in service
16. Service quality/Service encounter
17. Advanced Topics in Service Management

Each topic corresponds to and called "a session", with a set of slides and references. Each session is approximately one week, except Course Introduction, with total of 16 sessions for 16 weeks. The course also includes case discussions, guest speakers, class exercises, and other related activities. Such activities will be announced one week in advance.

Course Assignments:

In the last 6 weeks of the course, the students are required to do a course assignment, either a team operation audit or an individual research review paper. This is in addition to case analysis, readings, and any other work in class assigned by the instructor.

Office hours

With rare exceptions announced in advance, I will be available on Sundays and Tuesdays 9:30 am to 11:00. For setting any additional appointment, you can call my secretary at 66165856.

This course is delivered in the framework of "Official Educational Rules for Graduate Programs in Sharif University of Technology".