BADM 341.03: Systems and Operations

Cameron Lawrence

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Office Hours: TTH 1:00-2:00 or by appointment


Course Description: The aim of this course is to integrate the conceptual fields of systems analysis and operations management for the purpose of providing students with a sophisticated view of the interrelationship between the various functional areas of the firm and technology. During the term we will examine the application of various technologies and quantitative models to specific business problems as well as the challenges associated with aligning technology with business strategy.

Objectives:
By the conclusion of the course students should understand:

- The complementary roles of systems and operations management in organizational life
- The importance of aligning technology with strategy
- The elements of process management
- The role of technology in the firm and the challenges associated with managing technology
- The principles that underpin Total Quality Management
- The tools provided by Statistical Process Control
- Supply Chain Management
- Business Forecasting
- Inventory Management
- The elements of effective Resource Planning and allocation

Grading:
3 Exams = 80% of final grade
Attendance = 20% of final grade
Extra credit (oral presentation)

* Make-up exams will ONLY be given for students who can provide documentation of illness or extenuating circumstances. A make-up exam must be completed within one
week of the scheduled date for the exam that was missed. The final exam does not qualify for this policy, and must be taken for successful completion of the course. Please notify the instructor immediately if you must miss an exam.

**The opportunity to give an oral presentation will generally be given on Tuesday. This will be the only chance for extra credit and students are strongly encouraged to take advantage of this opportunity.**

**Plagiarism Warning:** (University of Montana Catalog P. 22 of the 2002-2003)
“Plagiarism is the representing of another’s work as one’s own. It is a particularly intolerable offense in the academic community and is strictly forbidden. Students who plagiarize may fail the course and be remanded to Academic Court for possible suspension or expulsion.”

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**Tentative Course Outline**

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<tr>
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<th>Topic</th>
<th>Chapter Reading Assignment</th>
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<td>Introduction</td>
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<td>Jan 30</td>
<td>Ops as a competitive weapon</td>
<td>Chapter 1</td>
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<td>Feb 4</td>
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<td>Feb 6</td>
<td>Operations Strategy</td>
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<td>Feb 20</td>
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**Tips for succeeding in BADM 341**

1) Don’t miss class!!!!

2) Do all of the homework problems to the best of your ability. Come to class prepared to ask questions regarding the material you are having difficulty with.

3) Prior to the exams be sure to understand every homework problem thoroughly.

4) Prior to the exams be sure to review your notes and the chapter readings carefully.