



Operations Planning and Control

I. General Information

Course Number:	SCM 411
Course Title:	Operations Planning and Control
Units:	3
Prerequisite:	MGMT 300, IS 301
Course Coordinator:	Dr. Xuemei Su
SCO Prepared by:	Dr. Xuemei Su
Date Prepared/Revised	October 10, 2012

II. Catalog Description

Strategic principles and tactical practices related to operations planning. Topics include process selection, facilities layout, work systems design, inventory management, aggregate planning, master scheduling, MRP and ERP, scheduling and JIT production activity. Letter grade only (A-F).

III. Curriculum Justifications

Operations planning and control is essential to all types of organizations. This course aims to teach students operations planning and control theory and techniques used in the production and delivery of goods and services, and exemplify state-of-art operations practices in world class organizations.

The course is also designed to teach several of the college learning goals, including (1) critical thinking, (2) operations planning and control functions, (3) technical skills, (4) interpersonal, leadership, and team skills, and (5) the domestic and global environment. A variety of pedagogies will be used to achieve these goals, including case analysis, group projects, in-class group assignments, lecture and discussions.

IV. Course Objectives

- Demonstrate a critical understanding of long, medium and short-term planning within organizations and particularly within operations.
- Critically appraise and apply appropriate methods and techniques within the development of operations planning.
- Demonstrate critical thinking by integrating planning and control tactics across business functions within a company and across businesses within a supply chain.
- Demonstrate critical awareness of emerging issues and unique planning and control practices in service operations organizations.



V. Outline of Subject Matter

At a minimum, the following topics should be covered:

- Operations Management Overview
- Process Selection
- Facility Layout
- Inventory Management
- Aggregate Planning
- Master scheduling
- MRP and ERP
- JIT
- Scheduling
- Work Systems Design
- Project Management

It is recommended that the instructors include the following topics at their discretion:

- SAP-ERP
- Waiting lines
- Forecasting
- Linear Programming

VI. Methods of Instruction

a) Instructors should use appropriate instruction methods that are consistent with the course description stated in Section II and serve the course objectives listed in Section IV of this SCO. Examples of instruction methods for the course include:

- Class lecture/discussion
- Case analysis
- Written assignments
- Team work
- Computer simulations
- Team/individual presentations

b) Instructors should use appropriate textbooks that are consistent with the course description stated in Section II and serve the course objectives listed in Section IV of this SCO. The following is a list of textbooks that are considered appropriate for this course. This list is not complete and new textbooks can be added.

- **William J. Stevenson. Operations Management, McGraw-Hill/Irwin.**
- **Jay Heizer and Barry Render. Operations Management, Prentice Hall**

VII. Instructional Policy Requirements

- a) Instructional policies should be consistent with the course description stated in Section II, and should serve the course objectives listed in section IV of this SCO.
- b) Instructors should enforce policies regarding to plagiarism, withdrawal, absences, etc., that are consistent with the University policies published in the CSULB Catalog. It is expected that every course will follow University policies on Attendance, Course Syllabi, Final Course Grades, Grading Procedures, Final Assessments, and Withdrawals. If some or all sections of the course are to be taught, in part or entirely, by distance learning in the



future, the course must follow the provisions of PS 03-11, Academic Technology and the Mode of Instruction.

- c) All sections of the course will have a syllabus that includes the information required by the syllabus policy adopted by the Academic Senate. Instructors will include information on how students may make up work for excused absences. When class participation is a required part of the course, syllabi will include information on how participation is assessed.
- d) **Students with Disabilities:** Students with disabilities are responsible for notifying their instructor as early as possible of their needs for an accommodation of a verified disability. A student with a disability is urged to consult with Disabled Student Services as soon as possible in order to identify possible accommodations to enhance academic success.