

INTER AMERICAN UNIVERSITY OF PUERTO RICO
METROPOLITAN CAMPUS
ECONOMICS AND ADMINISTRATIVE SCIENCES FACULTY
MBA PROGRAM

COURSE SYLLABUS

I. GENERAL INFORMATION

COURSE TITLE	:	Integrating Seminar in Industrial Management
CODE AND NUMBER	:	BADM-697D
CREDITS	:	Three (3)
ACADEMIC TERM	:	
PROFESSOR	:	
OFFICE HOURS	:	
OFFICE TELEPHONE	:	
ELECTRONIC MAIL	:	

II. DESCRIPTION

Integrating Seminar in which cases are analyzed by applying the knowledge and skills acquired in the specialization. Includes analysis of operations, prognoses, costs and production, quality control, design, products and services, location of facilities, suppliers, planning, materials management, supplier chain and project management.
PREREQUISITES: Have completed all specialization courses. Grade P/NP

III.OBJECTIVES

1. The student will conduct an in-depth examination of the various subjects related to operations management such as productivity, cost containment, and quality control, in both services and manufacturing operations.
2. The student will move to the higher level of critical thinking as mean to accomplish an adequate decision making process.
3. The student will examine subjects related to strategic planning as related to operations management.
4. The student will examine subjects related to daily operations planning (tactical planning) decisions needed to conduct a productive operation.
5. The student will examine situations related to quality control, product design, and supply chain management.
6. The student will examine situations related to facilities layout, facilities location, human resources problems, task analysis and design.
7. The student will examine the costs containment problem of inventory control.

8. The student will examine the importance of project planning related to production and operations management.
9. The student will analyze a real operation environment and will apply the acquired knowledge to produce a solution to improve an identified operation problem.

IV. COURSE CONTENT

1. A review of the costs and productivity problems related to production and operations management.
2. A review of the human resources problems and situations related to production and operations management.
3. A review of the quality control problems and situations related to production and operations management.
4. A review of project management as a way to control production and operations facilities.
5. A review of layouts, operations locations and inventory problems related to production and operations facilities.
6. A review of Strategic Planning and its effect of Production and Operations Tactical Planning.
7. A review of the Information Technology and the Supply Chain Management, to the Global Supply Chain Management and JIT concept.
8. A review of Business Process Reengineering and operation performance.
9. A review of Resource Planning associated situations and problems.

V. ACTIVITIES

- A.** Lectures
- B.** Case Studies
- C.** Supplementary readings
- D.** Internet searches
- E.** Audiovisual Support: Powerpoint presentations, videos
- F.** Presentation and discussion of relevant academic journal or trade journal articles

VI. EVALUATION

1. The student is required to investigate a problem related to an operation, if possible at the place where it works. Or to analyze a case study to analyze an operation related problem.
2. The student is required to perform a thorough analysis using the tools, techniques and theories learned in the specialization.
3. The main trust of the study is to identify the main problem and other associated problems.
4. Then to analyze the situation and perform an investigation which compares the problem found with academic literature available.
5. The idea is to compare notes with present research and produce a solution to the problem affecting the operation.
6. The exercise is practical in scope since the student must come with a plausible solution to a real problem.
7. The research paper is to be presented using the American Psychology Association (APA) Style.

VII. SPECIAL NOTES

A. Special Accommodations

Students who require special accommodations must request these services at the beginning of the course as soon as they notice that they need help. Students can access this service with Professor Jose Rodriguez, Coordinator of Students with Special Needs at the Guidance and Counseling Office on the first floor at Metro's Student Center.

B. Plagiarism

Plagiarism, dishonesty, fraud and any other type of manipulation or inappropriate behavior related with academic performance are unacceptable in our institution. Disciplinary actions will be taken on students found guilty of such practice as established in Chapter V, Article 1, Section B.2 of the Student's Rules and Regulations handbook.

INTER AMERICAN UNIVERSITY HAS VERY STRICT REGULATIONS REGARDING PLAGIARISM (USING THE IDEAS OR WORDS OF OTHERS WITHOUT GIVING PROPER

CREDIT), SO IT IS IMPORTANT THAT YOU SPECIFICALLY READ CHAPTER 5, ARTICLE 1, SECTION B.2C OF THE STUDENT' RULES AND REGULATIONS HANDBOOK. THIS SECTION CLEARLY EXPLAINS WHAT PLAGIARISM IS. IN ADDITION, IT EXPLAINS THE TYPES OF SANCTIONS STUDENTS ARE EXPOSED TO WHEN THEY COMMIT IT.

C. USE OF ELECTRONIC DEVICES

CELLULAR (MOBILE) TELEPHONES AND ANY OTHER ELECTRONIC DEVICE THAT COULD INTERRUPT THE TEACHING-LEARNING PROCESS OR DISRUPT A MILIEU FAVORABLE FOR ACADEMIC EXCELLENCE WILL BE DEACTIVATED. CRITICAL SITUATIONS WILL BE DEALT WITH IN AN APPROPRIATE MANNER. THE USE OF ELECTRONIC DEVICES THAT PERMIT THE ACCESSING, STORING OR SENDING OF DATA DURING TESTS OR EXAMINATIONS IS PROHIBITED.

VIII. RESOURCES

a) Required Textbook

Beer, Michael. (2009). *High Commitment High Performance: How to Build A Resilient Organization for Sustained Advantage*, Harvard Business School.

b) Audiovisual and Information Technology

Campus On-line Services at - <http://cai.inter.edu/>

- ProQuest
- Infotrac (Database)
 - Business and Company Resource Center
 - General Business File Internacional
 - Expanded Academic ASAP

IX. BIBLIOGRAPHY

Askin, Ronald G. & Goldberg, Jeffrey B. (2002). *Design and Analysis of Lean Production Systems*. New York: John Wiley and Sons.

Ball, D., Geringer, M., Minor, M., & McNett, J. (2009). *International Business: The Challenge of Global Competition w/ CESIM access card*. (12th Ed.) New Yor: McGraw-Hill/Irwin

Chopra Sunil & Meindl, Peter (2007). *Supply Chain Management: Strategy, Planning and Operation*. New York: Prentice-Hall, Inc., 2007.

Very similar to the Chopra-Meindl book but more qualitative: *Designing and managing the supply chain: concepts, strategies, and case studies*. By David Simchi-Levi, Philip Kaminsky and Edith Simchi-Levi. published by McGraw-Hill, 2000.
Daniels, Radebaugh, and Sullivan (2002). *Globalization and Business*. New York: Prentice Hall.

Dornier, P., Ernst, R., Fender, M. and Kouvelis, P. (1998). *Global Operations and Logistics: Text and Cases*. New York: John Wiley and Sons.

Flaherty, M.T. (1996). *Global Operations Management*. New York: McGraw Hill.

Govil Manish. (2007). *Supply chain design and management: Strategic and tactical perspectives*.

Metters, Richard, King-Metters, Kathryn & Pullman, Madeline (2003). *Service Operations Management*. New York: Thomson.

Pohlman Randolph A. & Gardiner, Gareth S. (2000). *Value Driven Management*. New York: AMACON.

Reid, R. Dan & Sanders, Nada R. (2009). *Operations Management and Integrated Approach*. (4th. Ed.) New York: John Wiley and Sons.

Russell R.A & Taylor, B.W.. (2007). *Operations Management* (5th. ed.). John Wiley and Sons.

Silver, Edward A., Pyke, David F. & Peterson, Rein (1998). *Inventory Management and Production Planning and Scheduling*. (3rd. Ed.). New York: John Wiley and Sons.

Vollmann, Thomas E., Berry, William L. & Whybark, D. Clay. *Manufacturing Planning and Control Systems* (Latest Ed.). Chicago: Irwin.

Wren, D. & Bedeian, A.G. (2009). *The Evolution of the Management Thought*. (6.th. Ed.) New York: John Wiley and Sons.

SOME CLASSIC JOURNAL ARTICLES ON INTERNATIONAL OPERATIONS

Barnes, C.R. (1997). Lowering costs through distribution network planning. **Industrial Management**, Vol. 39 No. 5, pp. 28-31.

Bradley, P. (1996). 1996: meeting the supply chain's demand. **Logistics Management**, Vol. 35 No. 11, pp. 37-41.

Ellram, L. (1990). Global supply chain management: the industrial organization perspective. **International Journal of Physical Distribution & Logistics Management**, Vol. 21 No. 1, pp. 13-22.

Kopczak, L.R. (1997). Logistics partnerships and supply chain restructuring: survey results from the US computer industry, **Production and Operations Management**, Vol. 6 No. 3, pp. 226-47.

Parker, D.W. (1994). Logistics management: cornerstone to sustainable competitive. **Management Services**, Vol. 38 No. 1, pp. 10-18.

Stevens, G. (1990). Successful global supply chain management, **Management Decision**, Vol. 28 No. 8, pp. 25-30

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