



**Global Operations**  
MBA 540  
Southwestern College Professional Studies

**COURSE SYLLABUS**

---

**I. Course Catalog Description**

This course focuses on the central role operations plays in a company's success and the analytic tools that are required for strong managerial decision making. Learners gain an understanding of the strategic advantages provided by the operations function to strong organizations. Topics of study include operations strategies, supply chains, process design and analysis, lean manufacturing, Six Sigma, and other approaches to managing quality.

**II. Required and Supplementary Instructional Materials**

Stevenson, W. J. (2015). *Operations management* (12th ed.). New York, NY: McGraw-Hill Education.

**III. Learning Outcomes**

Learning outcomes describe the knowledge, skills, values, and attitudes that learners gain as the result of a particular learning experience. Southwestern College Professional Studies has learning outcomes specific to each course and each [undergraduate](#) and [graduate](#) program of study, as well as [institution-wide outcomes](#) related to the mission and vision of the college. Outcomes can help learners and instructors focus on the big picture of the learning experience and can help inform potential employers about a graduate's knowledge and skills.

Upon successfully completing this course, the learner will be able to:

1. Critique operational strategies, models, and processes in diverse organizations.
2. Develop effective solutions to operational problems that align with organizational strategies and initiatives.
3. Evaluate the potential for application of Six Sigma, Lean Manufacturing, Lean Six Sigma, and other quality management approaches in diverse organizational settings.
4. Appraise the supply chains and supply chain management practices for select production, retail, and service organizations.
5. Weigh ethical best practices, methods, and technological tools for operations management in an organization.

At the end of the course, learners may vary in their ability to achieve these outcomes. You are more likely to achieve these outcomes only if you attend class and/or online activities as required by the syllabus, complete the requirements for all assignments to the best of your ability, participate actively in class activities and group work as directed, and study diligently for exams.

**IV. Course Policies**

Students are expected to read and abide by the course policies located in the instructor-specific syllabus in the blackboard course.

**V. Course Requirements:**

<b>Requirements</b>	<b>Number of Assignments</b>	<b>Points Possible</b>	<b>Percent of Grade</b>
Discussions	11	220	22%
Simulation Presentations	2	200	20%
Simulation Business Briefs	2	220	22%
Mid-term Essay Exam	1	180	18%
Final Essay Exam	1	180	18%
<b>Total Points</b>		<b>1000</b>	<b>100%</b>

VI. Course at a Glance:

Unit	Reading & Preparation Activities	Graded Work Due
1	<ul style="list-style-type: none"> <li>• Read Stevenson, Chapters 1-2</li> <li>• Read Brown, S., Squire, S. &amp; Lewis, M. (2010). The impact of inclusive and fragmented operations strategy on operational performance. <i>International Journal of Production Research</i>, 48(14) 4179-4198</li> <li>• Read Radomska, J. (2014). Operational risk associated with strategy implementation. <i>Management</i>, 18(2) 21-43</li> <li>• View Chapters 1-2 PowerPoints</li> <li>• Attend Collaborate Session</li> </ul>	<ul style="list-style-type: none"> <li>• Unit 1 Discussion</li> </ul>
2	<ul style="list-style-type: none"> <li>• Read Stevenson Chapters 5-6</li> <li>• Read Naor, M., Bernades, E., Coman, A. (2013). Theory of Constraints: is it a theory and a good one? <i>International Journal of Production Research</i>, 51(2) 542-554</li> <li>• Read Kumar, S. and Nottestad, D. (2009). Flexible capacity design for the Focus Factory—a case study. <i>International Journal of Production Research</i>, 47(5) 1269-1286</li> <li>• View Chapters 5-6 PowerPoints</li> <li>• Perform Simulation “Operations Management Simulation: Benihana V2”</li> </ul>	<ul style="list-style-type: none"> <li>• Unit 2 Discussion</li> <li>• Unit 2 Simulation Presentation</li> <li>• Unit 2 Simulation Business Brief</li> </ul>
3	<ul style="list-style-type: none"> <li>• Read Stevenson Chapters 7-8</li> <li>• Read Reuter, V. (1971). Work Measurement Practices. <i>California Management Review</i>, 14(1) 24-30</li> <li>• Read Havlovic, S. (1991) Quality of Work Life and Human Relations Outcomes. <i>Industrial Relations</i>, 30(3) 469-480</li> <li>• View Chapters 7-8 PowerPoints</li> </ul>	<ul style="list-style-type: none"> <li>• Unit 3 Discussion</li> <li>• Mid-term Essay Exam</li> </ul>
4	<ul style="list-style-type: none"> <li>• Read Stevenson Chapters 9-10, 14</li> <li>• Read Cao, J, Wong, Y.S. and Lee, K.S. (2007) Application of Statistical Process Control in injection mold manufacturing. <i>International Journal of Computer Integrated Manufacturing</i>, 20(5) 436-451</li> <li>• Read Mehmood, S. Qadeer, F. Ahmad, A. (2014). Relationship between TQM Dimensions and Organizational Performance. <i>Pakistan Journal of Commerce &amp; Social Studies</i>, 8(3) 662-679</li> <li>• View Chapters 9-10, 14 PowerPoints</li> </ul>	<ul style="list-style-type: none"> <li>• Unit 4 Discussion</li> </ul>

Unit	Reading & Preparation Activities	Graded Work Due
5	<ul style="list-style-type: none"> <li>• Read Stevenson, Chapter 15-16</li> <li>• View Chapter 15-16 PowerPoints</li> <li>• Read Kuei, C., Madu, C., Lin, C. (2011). Developing global supply chain quality management systems. International Journal of Production Research, 49(15) 4457-4481</li> <li>• Read Chen, J., Sohal, A. and Projogo, D. (2013). Supply chain operational risk mitigation: a collaborative approach. International Journal of Production Research, 57(1) 2186-2199</li> <li>• Read Cruz, J. (2013). Mitigating global supply chain risks through corporate social responsibility. International Journal of Production Research, 51(13) 3995-4010</li> <li>• Perform Simulation "Supply Chain Management: Root Beer Game V2"</li> </ul>	<ul style="list-style-type: none"> <li>• Unit 5 Discussion</li> <li>• Unit 5 Simulation Presentation</li> <li>• Unit 5 Simulation Business Brief</li> </ul>
6	<ul style="list-style-type: none"> <li>• Read Stevenson, Chapters 17-19</li> <li>• Read Zdanyte, K. and Neverauskas, B. (2012). Selection appropriate project management tool for advanced organization. Economics &amp; Management, 17(2) 782-787</li> <li>• Read Rabta, B. and Reiner, G. (2012) Batch sizes optimization by means of queueing network decomposition and genetic algorithm. International Journal of Production Research, 50(10) 2720-2731</li> <li>• View Chapters 17-19 PowerPoints</li> <li>• Attend Collaborate Session</li> </ul>	<ul style="list-style-type: none"> <li>• Unit 6 Discussion</li> <li>• Final Essay Exam</li> </ul>

## VII. Other Policies and Requirements

Follow this link to the Southwestern College Professional Studies [Standard Syllabus](#) in Blackboard. You may be required to log in.