

Inter American University of Puerto Rico  
Metropolitan Campus  
School of Management  
MBA Program

Industrial Plant Management

Course Syllabus

**I. General Course Information**

Title	: Industrial Plant Management
Code and Course	: BADM-6140
Credits	: 3 credits hours
Term	:
Professor	:
Office Hours	:
Telephone	:
E-mail	:

**II. Description:** Case studies in industrial plant management and policy decisions related to the coordination of plant functioning and its organization.

**III. Objectives**

At the end of the term the student should have the following exit competencies

1. The student should be able to identify and analyze problems related to the management function within production component of an industrial plant environment.
2. The student should be able to identify and analyze problems related to the management function within any of the services inside an industrial plant environment.
3. The student should be able to provide solutions to the problems found at either the manufacturing or service areas within an industrial plant.
4. The student will understand the importance of process productive management both in a production and service environment.
5. The student will understand the interrelationship between the corporate strategy and the alignment of the operation function with the corporate strategy.
6. The student will understand the importance of the ERP systems in an operational environment and the importance of a reliable operational communication structure.
7. The student will have an understanding of the Human Resource issues affecting the operation function.
8. The student will have an understanding of external forces affecting the operations such as demographics, education, security, ethical issues, legal issues, safety issues, political changes and technology changes.
9. The student will understand the importance of innovation and a value driven management.
10. The student will understand the importance of having clear metrics to measure performance and productivity.
11. The student will understand the importance of controlling process variations and its relationship with quality product and services.
12. The student will understand the importance of sustainability, business decisions and overall operational performance.

#### **IV. Course Content**

1. An introduction to forces affecting an operation
  - a. Internal forces
    - i. Corporate communication
    - ii. ERP systems
    - iii. Layout
    - iv. Location
    - v. Employee training
    - vi. Suppliers
    - vii. Supervision
    - viii. Work environment
    - ix. Legal issues
    - x. Ethical issues
    - xi. Innovation
    - xii. Value driven management
    - xiii. Work schedule
  - b. External forces
    - a. Environmental issues
    - b. Demographics
    - c. Transportation and Distribution
    - d. Infrastructure
    - e. Society
    - f. Public policy
    - g. Finance
    - h. Legal environment
    - i. Safety issue
    - j. IT and the Internet
2. Process Management
  - a. Productivity
  - b. Process performance evaluation
  - c. Metrics and process performance
3. Process Variations and its adverse influence on both product and service quality
4. Sources of problems in operations
  - a. Materials
  - b. Machines / equipment
  - c. Measures
  - d. Environment
  - e. Human factor
  - f. Methods / process
5. Operation alignment with corporate strategy
6. Strategic decisions and operational performance
7. Innovation and sustainability
8. The MBA student as an internal corporate consultant in identifying and solving problems

#### **V. Activities**

1. The student will be assigned case studies related to the production and service environment.
2. We're planning a visit to a local company operational area. If the visit is not possible videos will be assigned instead.

3. During the term videos will be assigned and the student is responsible of viewing and analyzing the videos.
4. There are going to be assigned textbooks readings which you're responsible to read before class.
5. Journal articles will be assigned.

## **VI. Evaluation**

Mid-term examination	100 points	20% grade
Final examination	100 points	20% grade
Homework	50 points	30% grade
Case Study	100 points	20% grade
Regular Attendance & participation	<u>20 points</u>	<u>10% grade</u>
Total	370 points	100%

## **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.

### **D. Incomplete work**

The grade of any late work, due to whatever reasons you present will affect your grade. If you receive an "IF" grade (incomplete with F), once you remove your incomplete work, the grade you could receive will depend on the quality and thorough work you hand in, but the maximum grade that you could receive is B. I will not give an A grade to late work.

## VIII. Educational Resources

### **Texto:**

Meredith, J.R. & Shafer, S.M. (2013). *Operations Management for MBAs*, (5<sup>th</sup>. Ed.). New Jersey: John Wiley and Sons.

## IX. Bibliography:

Acosta-Vidal, Iniabelle (2013, Spring). La efectividad de los Sistemas de Comunicación Interna de una manufacturera en Puerto Rico. *Revista Empresarial Inter Metro / Inter Metro Business Journal*, (9)1, 38-51. <http://ceajournal.metro.inter.edu/spring13/acostainiabelle0901.pdf>

Black, Ken (2014). *Business Statistics: For Contemporary Decision Making* (8th Ed.) New York: John Wiley and Sons.

Bozarth, Cecil C. & Handfield, Robert B. (2013). *Introduction to Operations and Supply Chain Management* (3rd. Ed) Boston, Prentice Hall.

Davis. R.A. (2016). *Demand-Driven Inventory Optimization and Replenishment: Creating a More Efficient Supply Chain*. (2nd. Ed.). New Jersey: Wiley and Sons.

Heizer, J & Render, B. (2014). *Operations Management* (11th Ed.) Boston: Prentice Hall.

Jacobs, F.R. & Chase, R. (2014). *Operations and Supply Chain Management*. (14th. Ed.) New York: McGraw Hill.

Otero, Luis & Ayala, Antonio (2012, Jan.-Jun.). Simple and Effective Process Improvement in the Manufacturing of Medicated Chewable Products for Dogs: A Case Study. *International Journal of Manufacturing Excellence*, (2)1,37-42.

Santiago, Axel. (2007). Why employees don't follow procedures? *Revista Empresarial Inter Metro / Inter Metro Business Journal*, (3)2,15-49.  
<http://ceajournal.metro.inter.edu/fall07%5Csantiagoaxel0302.pdf>

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AMBA 7.5 (i, iii, iv, vi, vii, viii, ix, x, xi, xii, xiii)