The text for the course is the current edition of *Introduction to Probability Models* by Sheldon Ross.

You should read *The Goal: A Process of Ongoing Improvement (Second Revised Edition)* by E. M. Goldratt and J. Cox, North River Press, 1992. The ideas in this book should be useful when you and the other members of your team are managing a factory for Littlefield Technologies. There will be a homework assignment related to this book.

Please buy a course packet from the bookstore, which will allow you to play the Littlefield Technologies games. The packet contains your individual Littlefield access code. More information about Littlefield Technologies will be discussed later in this document and will be posted on the class web site. (If you can’t find this course packet under ISyE 6650 check under ISyE 3232.)

Brief Course Description: Manufacturing & service systems typically have random components to their behavior such as the demand for products and services. We will learn useful quantitative methods for analyzing, designing, and operating stochastic systems particularly manufacturing and service systems. Much of our attention will be focused on understanding, managing and reducing variability for inventory, production and service systems.

Grading: The grading will be based on two tests (25% each), a final (30%), and homework, projects, and pop quizzes (20%).

Tests: Two tests will be given during the semester. The first test is scheduled for Monday, Feb 9; The second test is scheduled for April 5. During tests, you will not be allowed to use books, notes, or calculators.

Assignments: There will be both individual and group assignments in this course. The first individual assignment is already on the class web site and is due one week from the first class. I will assign students to teams for the group assignments. I decided that this would be better since this is what you are more likely to encounter in the workplace. There will be different teams for different assignments. Some of the assignments will involve *Maple* or *Excel*. On some assignments, selected problems may be graded.

You may discuss your assignments with professors, TAs, fellow students, and others. However, you are expected to write up your solutions to individual homework on your own and to understand your solution. All members of a group are expected to contribute to group assignments. During the semester, students will be asked to evaluate the performance of the other members of their team. Using solutions, in any manner, to assignments given in previous semesters to prepare solutions for current assignments is a violation of the student honor code for ISyE 6650.