

**IE 102**  
**A PROCESS OUTLOOK FOR INDUSTRIAL ENGINEERING**

| <b>Instructor:</b> | <b>Office</b> | <b>E-mail</b>                                                  | <b>Ext.</b> | <b>Office Hours</b> |
|--------------------|---------------|----------------------------------------------------------------|-------------|---------------------|
| Bahar Y. Kara      | EA311         | <a href="mailto:bkara@bilkent.edu.tr">bkara@bilkent.edu.tr</a> | 3156        | by appointment      |

**Class Meetings:** Each week, you have to check the webpage of the course to find out the schedule and location of weekly class meetings; below are the standard schedule and locations.

| <b>Sections</b> | <b>Schedule</b>       | <b>Location</b> |
|-----------------|-----------------------|-----------------|
| All             | Wednesday 13:40-15:30 | V-02            |
| 01              | Friday 10:40-12:30    | EB101           |
| 02              | Friday 15:40-17:30    | EAZ01           |
| 03              | Thursday 10:40-12:30  | EB101           |
| 04              | Thursday 15:40-17:30  | EAZ01           |

**Teaching Assistants (TA):**

|                  | <b>Office</b> | <b>E-mail</b>                                                                  | <b>Ext.</b> | <b>Office Hours</b> |
|------------------|---------------|--------------------------------------------------------------------------------|-------------|---------------------|
| Okan Dükkancı    | EA325         | <a href="mailto:okan.dukkanci@bilkent.edu.tr">okan.dukkanci@bilkent.edu.tr</a> | 3269        | TBA                 |
| Ömer Burak Kınay | EA327         | <a href="mailto:omer.kinay@bilkent.edu.tr">omer.kinay@bilkent.edu.tr</a>       | 1438        | TBA                 |
| Eren Özbay       | EA317         | <a href="mailto:eren.ozbay@bilkent.edu.tr">eren.ozbay@bilkent.edu.tr</a>       | 1438        | TBA                 |

**Student Assistants (SA):**

Student assistants will be available to support your work related to term project assignment. Each group will be assigned to a SA. More information will be available later.

**Course Web Page:** [www.ie.bilkent.edu.tr/~ie102](http://www.ie.bilkent.edu.tr/~ie102) The students are responsible for checking the course website, as well as their university e-mail accounts for course material, updates and announcements.

**Catalogue Description:** Familiarize the IE freshmen with the profession by introducing basic notion of process. Design of processes and process improvements. Notions of performance evaluation. Processes, performance and their relations to decision making. Mathematical representation of the decision making. Demonstration using simple examples from daily life as well as more complicated examples from industry. *Credit units: 3 ECTS Credit units: 6.*

**Course Objectives:**

- Introduce notion of “process” with examples. Clarify the relation between processes as observed with decisions made.
- Introduce notion of performance evaluation with measures, objectives, criteria
- Introduce notion of process improvement with examples.
- Apply knowledge of high-school mathematics on some problems.

- Build appreciation for mathematical representation of problems via examples: verbal maps; mathematical formulation; graphical representation. Build appreciation for the notion of randomness via examples.
- Maintain interest for the topics/courses to be followed in the curriculum.
- Maintain mutual respect and effective interaction between students and instructor/assistants.

### **Conduct of the Course:**

Lectures - All together: Every week on Wednesdays all the sections will meet at V-02. Besides regular lecturing, video or short clips are shown as a part of the lecture.

Lectures -Sections: We are going to meet every week (1 or 2 hours) during the time designated for each section separately. Details of the time to meet will be announced. **More participation from the students** is expected in these hours.

### **Grading:**

- Quiz - 12% - announced and unannounced during course hours
- Homework - 15%
- Term Paper - 5%
- Exam I - 20%
- Exam II - 20%
- Final Exam - 25%
- Participation – 3%

**Grade FZ** – You have to hand in all the homeworks and the term paper assignment. Otherwise, you receive an FZ.

**Academic Dishonesty:** Academic misconduct is not tolerated, and violations will be treated in accordance with the University policy.

- For term paper and homework assignments: For assignments discussion of the course material and working in groups are effective ways of learning. However, this does not mean that you can copy the requirements of an assignment from one of your friends or from a WEB source without citing. It is extremely important to understand the value of this exercise in the process of learning. Any violation of the above understanding will result measures outlined in the student rules and regulations, regardless whether an assignment is graded or not. More information on plagiarism (which is the adoption or reproduction of ideas or words or statements of another person or source without due acknowledgment) will be given during the semester.
- For quizzes and exams: You are expected to act in accordance with the following statement that you will be asked to sign. *Academic integrity is expected of all students of Bilkent University at all times, whether in the presence or absence of members of the faculty. Understanding this, I declare that I shall not give, use or receive unauthorized aid in the examination.* Any violation of the above understanding will result measures outlined in the student rules and regulations.

### **Policy for Term Paper:**

Term paper will be carried out in groups of 2. We will randomly form the groups. The assignment will have two stages until it is completed: One draft followed by a feedback by us and one final version. Details will be announced later.

**Policy for Homework Assignments:** Five homework assignments will be given. Homework assignments will be conducted within groups of 2. We will randomly form the groups. Grading of homework assignments will be 0/1/2 points for each question.

**Make-up Policy:**

- (1) There is no make-up for the assignments and quizzes. If found necessary your grading percentages may be modified by the instructor.
- (2) For exams, if you have a legitimate health reason:
  - (a) To satisfy university requirements, you should follow the administrative path and submit your health report officially.
  - (b) You should contact your instructor immediately after the expiration date of your health report. If you do not contact, you may lose your right to get a make-up. The make-up exam can be at any time (oral or written) once the date of the health report is expired.

**Privacy Policy:** Grade information and other personal information available to us will not be disclosed publicly. Please, do not demand to learn somebody else's grade or other pertinent personal information. Also phone inquiries are not accepted.

**Policy on Disclosing Solutions to Exams and Assignments:** No solutions will be distributed for the exams, or any of the assignments. However, a tutoring session will be arranged in which the questions will be solved by one of the assistants.

**Policy on Claims for Grade Change:** For any of the assessment activities, you are expected to pick up your assignment (except exams and quizzes). If you have any concerns about the way that your work has been graded, please write your claim, and ask for re-grading. The outcome will be mailed to your e-mail account. Note that office hours to pick up your assignment or to see your exam (or quiz) will be announced and you are expected to come within those hours. If you will not be able to make at those hours, you can write an e-mail to the assistants asking for an appointment.