

OPMA 3306, Summer 2013

Instructor: Alan R. Cannon, Ph.D.

Office Number: COBA 524

Office Telephone Number: 817-272-5746

Email Address: acannon@uta.edu

Course number, sections, day, time and place of classes:

OPMA 3306-001: Monday through Thursday, 1-3 p.m., COBA 255

Office Hours: By appointment.

Description of Course Content:

This course is an introduction to the concepts, principles, problems, and practices of operations management (OM). Emphasis is on managerial processes that lead to effective operations in both manufacturing and service settings. Topics include operations strategy, process design, capacity planning, facilities location and design, forecasting, production scheduling, inventory control, quality assurance and project management. The topics are integrated using a systems model of the operations of an organization. By the end of this course, you will understand:

- Basic terminology, concepts, and techniques of OM
- Qualitative and quantitative tools used in OM and the appropriate use of these tools
- Relationships among various aspects of OM
- Relationships among OM and other organizational functions such as marketing, product selection and design, etc.
- OM's role in an organization's competitive ability to achieve a competitive advantage

Student Learning Outcomes:

This course covers multiple subjects involving qualitative and quantitative methods. The student will be able to do the following tasks.

- Identify and relate operation management concepts with competitive strategy in order to make operational decisions
- Apply quantitative operation management tools (i.e., forecasting, project management, capacity and resource planning, scheduling, inventory management and quality management) in order to understand the outcomes given certain information
- Identify qualitative factors affecting operational characteristics in order to compare different options within a business setting
- Explain how operation management decisions relate to each other in order to assess the overall impact of the decision
- Contrast and compare different options related to operation management concepts in order to select best option given business and environmental conditions

Requirements:

Students should have taken MATH 1315 or equivalent; thereby students should be comfortable with business math concepts. Students should understand certain statistical concepts such as population, mean, and standard deviation as well as be proficient accessing information via the internet and using Microsoft Word, Excel, and PowerPoint.

Required Textbooks and Other Course Materials:

OPMA 3306 – Introduction to Operations Management (McGraw-Hill Create)

Descriptions of major assignments and examinations with due dates: There will be two intra-term examinations -- one on June 10 and the other on June 24 -- and a cumulative final on July 8.

Grading: Students' grades will be based on the average of the three examinations. A standard 10-point grade scale will be in effect (i.e., 90-100 = A, 80-89 = B, etc.). If you must miss the mid-term examination, then your pre-curved final examination score will be used in place of the missing score. The final examination will be cumulative. All three exams will be administered through Blackboard.

A portion (not less than 10%, not more than 30%) of each student's exam score will consist of performance on individual, take-home assignments. Some assignments will be handed out in class, while others will be made available on Blackboard. Some assignments will be in the form of short quizzes posted on Blackboard. Assignments are to be done **on your own**, with no collaboration, etc. Assignment due dates will be noted and strictly adhered to. Late assignments may be given grades of zero.

Students are to remember that grades are earned on the basis of performance, not given on the basis of effort or need. Your grade represents your performance in this course, not your potential as a student or a person. If you feel an error has been made in the calculation of your grade, you may contact me via email. For other circumstances, I will not respond to emails about grades.

Attendance Regular class attendance is generally an absolute necessity. If you must miss class for some reason, you are still responsible for the material you missed.

Drop Policy: Students may drop or swap (adding and dropping a class concurrently) classes through self-service in MyMav from the beginning of the registration period through the late registration period. After the late registration period, students must see their academic advisor to drop a class or withdraw. Undeclared students must see an advisor in the University Advising Center. Drops can continue through a point two-thirds of the way through the term or session. It is the student's responsibility to officially withdraw if they do not plan to attend after registering. **Students will not be automatically dropped for non-attendance.** Repayment of certain types of financial aid administered through the University may be required as the result of dropping classes or withdrawing. For more information, contact the Office of Financial Aid and Scholarships (<http://web.uta.edu/ses/fao>).

Absences based on Religious Beliefs: A student who misses an examination, work assignment, or other project due to the observance of a religious holy day will be given the opportunity to complete the work missed within 15 days following the due date of the assignment, test, or other project missed. To be eligible for such a make-up, the student must notify me in writing of classes scheduled on dates he or she will be absent to observe a religious holy day. Notification must be made within the first 15 (fifteen) class days through either a written correspondence, personal delivered, acknowledged and dated by me or written correspondence sent certified mail, return receipt requested to me. Failure to follow the rules provided above within the time frames listed will result in the absence being considered unexcused.

Americans With Disabilities Act: The University of Texas at Arlington is on record as being committed to both the spirit and letter of federal equal opportunity legislation; reference Public Law 92-112 - The Rehabilitation Act of 1973 as amended. With the passage of federal legislation entitled *Americans with Disabilities Act (ADA)*, pursuant to section 504 of the Rehabilitation Act, there is renewed focus on providing this population with the same opportunities enjoyed by all citizens.

As a faculty member, I am required by law to provide "reasonable accommodations" to students with disabilities, so as not to discriminate on the basis of that disability. Student responsibility primarily rests with informing faculty of their need for accommodation and in providing authorized documentation through designated administrative channels. Information regarding specific diagnostic criteria and policies for obtaining academic accommodations can be found at www.uta.edu/disability. Also, you may visit the Office for Students with Disabilities in room 102 of University Hall or call them at (817) 272-3364.

Academic Integrity: All students enrolled in this course are expected to adhere to the UT Arlington Honor Code:

I pledge, on my honor, to uphold UT Arlington's tradition of academic integrity, a tradition that values hard work and honest effort in the pursuit of academic excellence.

I promise that I will submit only work that I personally create or contribute to group collaborations, and I will appropriately reference any work from other sources. I will follow the highest standards of integrity and uphold the spirit of the Honor Code.

Instructors may employ the Honor Code as they see fit in their courses, including (but not limited to) having students acknowledge the honor code as part of an examination or requiring students to incorporate the honor code into any work submitted. Per UT System *Regents' Rule* 50101, §2.2, suspected violations of university's standards for academic integrity (including the Honor Code) will be referred to the Office of Student Conduct. Violators will be disciplined in accordance with University policy, which may result in the student's suspension or expulsion from the University.

Student Support Services Available: UT Arlington provides a variety of resources and programs designed to help students develop academic skills, deal with personal situations, and better understand concepts and information related to their courses. Resources include tutoring, major-based learning centers, developmental education, advising and mentoring, personal counseling, and federally funded programs. For individualized referrals, students may visit the reception desk at University College (Ransom Hall), call the Maverick Resource Hotline at 817-272-6107, send a message to resources@uta.edu, or view the information at www.uta.edu/resources.

Electronic Communication: UT Arlington has adopted MavMail as its official means to communicate with students about important deadlines and events, as well as to transact university-related business regarding financial aid, tuition, grades, graduation, etc. All students are assigned a MavMail account and are responsible for checking the inbox regularly. There is no additional charge to students for using this account, which remains active even after graduation. Information about activating and using MavMail is available at <http://www.uta.edu/oit/cs/email/mavmail.php>.

Student Feedback Survey: At the end of each term, students enrolled in classes categorized as lecture, seminar, or laboratory shall be directed to complete a Student Feedback Survey (SFS). Instructions on how to access the SFS for this course will be sent directly to each student through MavMail approximately 10 days before the end of the term. Each student's feedback enters the SFS database anonymously and is aggregated with that of other students enrolled in the course. UT Arlington's effort to solicit, gather, tabulate, and publish student feedback is required by state law; students are strongly urged to participate. For more information, visit <http://www.uta.edu/sfs>.

Final Review Week: A period of five class days prior to the first day of final examinations in the long sessions shall be designated as Final Review Week. The purpose of this week is to allow students sufficient time to prepare for final examinations. During this week, there shall be no scheduled activities such as required field trips or performances; and no instructor shall assign any themes, research problems or exercises of similar scope that have a completion date during or following this week *unless specified in the class syllabus*. During Final Review Week, an instructor shall not give any examinations constituting 10% or more of the final grade, except makeup tests and laboratory examinations. In addition, no instructor shall give any portion of the final examination during Final Review Week. During this week, classes are held as scheduled. In addition, instructors are not required to limit content to topics that have been previously covered; they may introduce new concepts as appropriate.

Grade Grievances: Any appeal of a grade in this course must follow the procedures and deadlines for grade-related grievances as published in the current undergraduate catalog.

Course Schedule: A tentative schedule for this term accompanies this syllabus. I reserve the right to adjust and/or alter the course outline as circumstances warrant.

Date		Topic
June	3	Introduction/Syllabus; Strategy and Sustainability
	4	Strategy (cont'd)
	5	Operations Processes
	6	Decision-Making
	10	EXAM 1
	11	Forecasting
	12	Capacity Management
	13	Inventory Management
	17	Inventory Management (cont'd)
	18	Linear Programming
	19	Sales and Operations Planning
	20	Materials Planning
	24	EXAM 2
	25	Scheduling
	26	Location & Logistics
	27	Quality Management
July	1	Six Sigma
	2	Project Management
	3	Service Operations
	8	FINAL EXAM