



**The University of Texas at Arlington
Department of Information Systems and Operations Management**

Course Name and Number: Operations Management (OPMA 3306-002) Spring 2014

Instructor(s): O. Awe, M.S.

Office Number: COBA 519

Office Telephone Number: (817) 272-3556

Email Address: olajumoke.awe@mavs.uta.edu (preferred method of communication)

Faculty Profile: <https://www.uta.edu/ra/real/editprofile.php?pid=10630&onlyview=1>

Office Hours: Wednesdays & Fridays 11.00AM–12 NOON or by appointment

Section Information: OPMA 3306-002, Operations Management Spring 2014

Time and Place of Class Meetings: Monday, Wednesday, Friday 10:00AM - 10:50AM COBA 255

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 for achieving effective operations in both the manufacturing and service sectors. Topics include operations strategy, process design, capacity planning, facilities location and design, forecasting, production scheduling, inventory control, quality management, linear programming 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, finance, product selection and design, etc.
- OM's role in an organization's ability to achieve a competitive advantage.

Student Learning Outcomes

This course covers multiple subjects involving qualitative and quantitative methods. After completing the course the student will be able to do the following:

- Identify and accurately apply OM concepts with competitive strategy in order to make operational decisions.
- Apply quantitative OM tools (i.e., forecasting, project management, capacity and resource planning, scheduling, inventory management and quality management) and be able to correctly solve OM problems using these quantitative tools.
- Identify qualitative factors affecting operations functions in order to compare different options within business setting and be able to clearly articulate those factors and options.
- Clearly and accurately describe how OM decisions relate to each other in order to assess the overall impact of decisions.
- Contrast and compare different options related to OM concepts in order to select the best option given business and environmental conditions and be able to concisely explain the various alternatives, which is best, and why.
- Explain OM's role within organizations for both service and manufacturing environments.
- Develop and explain alternatives for resource and capacity planning within given constraints.
- Identify the elements of process strategy and apply them to strategic business decisions

Required Textbooks and Other Course Materials:

- **Introduction to Operations Management, McGraw-Hill Companies, Inc., 2012. ISBN-10: 1-121-488323 ISBN-13: 978-1-121-48832-8.** Available at the UTA bookstore. UTA bookstore website can be found using Follett's website <http://www.efollett.com> then by selecting state and university.
- **You must have a textbook for this class-** by purchasing a book you will also be granted access to the textbook's website so that you may complete homework that is assigned from the textbook
- **We will be using Blackboard for this class.** You can access the Blackboard at <https://elearn.uta.edu/>. You will need to use your Net ID and password to access your class information. It is the student's responsibility to check blackboard for the syllabus and any changes to the syllabus, class assignments, and other course materials that will be made available. All of your assignments will be submitted through blackboard, it is the student's responsibility to learn how to use blackboard in order to access and upload assignments.

You will be responsible for completing an outside of class simulation. This will be a group assignment. Deliverables for the project will be communicated to you. The simulation will take place over 7 days and will be monitored by your team. **YOU MUST REGISTER FOR THE SIMULATION PRIOR TO THE ANNOUNCED START OF THE SIMULATION.** Failing to do so will result in a grade of zero for the individual for the simulation. You will need to purchase your registration codes from the simulation provider via internet. More information will be provided prior to the kick-off of the simulation.

Descriptions of major assignments and examinations: Detailed Schedule attached at the end of the syllabus.

Attendance: Class attendance and lateness policies will be discussed during the first week of class. Those policies include all provisions for grade adjustment or drop policies included in the applicable Graduate or Undergraduate Catalog in effect at the start of the semester. **NO STUDENT WILL BE DROPPED FROM THE CLASS ROLLS FOR NEVER ATTENDING OR EXCESSIVE ABSENCES.**

Grading: There will be 2 midterm examinations and one final exam. The exams may include both multiple choice and essay questions. Below is the breakdown of marks for the exams, homework, group project and class participation:

Exam 1	15%
Exam 2	20%
Homework	10%
Class attendance / participation	10%
Simulation/Group Project	15%
Final Exam	30%
Total	100%

Students are expected to keep track of their performance throughout the semester and seek guidance from available sources (including the instructor) if their performance drops below satisfactory levels.

Grading Policy: A = 90% and above, B = 80% - 89.9%, C = 70% - 79.9%, D = 60% - 69.9%, F = 0 – 59.9%

Expectations for Out-of-Class Study: A general rule of thumb is this: for every credit hour earned, a student should spend 3 hours per week working outside of class. Hence, a 3-credit course might have a minimum expectation of 9 hours of reading, study, etc. Beyond the time required to attend each class meeting, students enrolled in this course should expect to spend at least an additional 9 hours per week of their own time in course-related activities, including reading required materials, completing assignments, preparing for exams, etc.

Exam Policy: All tests will be closed book and tables will be provided if needed. For all exams, one single, two-sided study sheet (8 1/2 by 11 inches) will be allowed. You may include anything on the study sheet. A calculator, scantron (for multiple choice tests only), and pencil will be required for each exam. Cell phones and laptops are not allowed during exams. I reserve the right to assign seating for test periods. Students are required to take tests at the scheduled time.

Make-up Exams: There are no make-up exams.

Class Issues:

Students should have completed 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. Students should also be proficient in accessing information via the internet and using Microsoft Word, Excel, and PowerPoint. Corequisite: BUSA/STAT 3321.

In compliance with UTA policy, I am only obligated to respond to emails from your UTA address.

Also, in compliance with UTA policy, grades will not be sent via email, or given over the phone. I will not release course grades before they are available online. Check the UTA website "Academic Notices" to find out when course grades are available.

Any outside-of-class work that you hand in should conform to common professional presentation standards; be neatly presented and typed (unless otherwise directed). **Late assignments will not be accepted.**

To show courtesy to your fellow classmates, students are expected to arrive on time and turn off all sound generating devices (pagers, cell phones, etc.) before entering the classroom

As a courtesy to your fellow classmates and instructor you are asked to only use a laptop iPad, etc. in class if you are genuinely using it for class purposes (i.e. taking notes, reviewing powerpoint, etc.) I reserve the right to ask that these devices not be used in class if they distract from class lectures, or activities.

These and all other electronic devices must be stored and not on your person during exams.

ABSENCES BASED ON RELIGIOUS BELIEFS: A student who misses an examination, work assignment, or other assignment 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 assignment 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.

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://wweb.uta.edu/aao/fao/>).

Americans with Disabilities Act: The University of Texas at Arlington is on record as being committed to both the spirit and letter of all federal equal opportunity legislation, including the *Americans with Disabilities Act (ADA)*. All instructors at UT Arlington are required by law to provide "reasonable accommodations" to students with disabilities, so as not to discriminate on the basis of that disability. Any student requiring an accommodation for this course must provide the instructor with official documentation in the form of a letter certified by the staff in the Office for Students with Disabilities, University Hall 102. Only those students who have officially documented a need for an accommodation will have their request honored. Information regarding diagnostic criteria and policies for obtaining disability-based academic accommodations can be found at www.uta.edu/disability or by calling the Office for Students with Disabilities at (817) 272-3364.

Academic Integrity: 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.

UT Arlington faculty members 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: 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 an online 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.

Emergency Exit Procedures: Should we experience an emergency event that requires us to vacate the building, students should exit the room and move toward the nearest exit. When exiting the building during an emergency, one should never take an elevator but should use the stairwells. Faculty members and instructional staff will assist students in selecting the safest route for evacuation and will make arrangements to assist handicapped individuals.

Bomb Threats: If anyone is tempted to call in a bomb threat, be aware that UTA will attempt to trace the phone call and prosecute all responsible parties. Every effort will be made to avoid cancellation of presentations/tests caused by bomb threats. Unannounced alternate sites will be available for these classes. Your instructor will make you aware of alternate class sites in the event that your classroom is not available.

Course Schedule for OPMA 3306-002 Schedule Spring 2014

Week of	Events	Topics	Homework
Jan 13th		Syllabus /Course Intro / Strategy and sustainability	HW 1 Assigned
Jan 20th	MLK Day (Public Holiday): Jan 20th	Forecasting	HW 2 Assigned
Jan 27th	Census Date: Jan 29th	Forecasting	
Feb 3rd		Inventory Management	HW 3 Assigned
Feb 10th		Inventory Management / Test 1 Review	
Feb 17th	Test 1: Feb 17th	Strategic Capacity Management	HW 4 Assigned
Feb 24th		SCM / Manufacturing Processes	
Mar 3rd		Sales and Operations Planning	HW 5 Assigned
Mar 10th	Spring Break		
Mar 17th		SOP / Material Requirements Planning	HW 6 Assigned
Mar 24th	Last day to drop: Mar 29th	Material Requirements Planning / Test 2 Review	
Mar 31st	Test 2: Mar 31st	Linear Programming	HW 7 Assigned
Apr 7th	Simulation: April 7th, simulation starts at 6PM	Linear Programming / Quality Management	HW 8 Assigned
Apr 14th		Quality Management	
Apr 21st		Projects	HW 9 Assigned
Apr 28th	Last day of classes: May 2nd	Projects / Review	
May 5th	Final Exam: May 5th (8AM – 10.30AM)		

Note: The instructor reserves the right to make changes to the syllabus as necessary; it is the student's responsibility to be aware of these changes. Be sure to check the blackboard