



The University of Texas at Arlington

Department of Information Systems and Operations Management

Course Name and Number: Operations Management (OPMA 3306-007) Spring 2014

Instructor Name(s): Mrs. Nisha Kulangara, BS Statistics, MBA Management, PhD Candidate (ABD, Operations Management)

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Office Hours: Tuesdays and Thursdays- 3.30pm-4pm (or by appointment)

Pre-requisite: BSTAT 3321 (BUSA 3321) or BSTAT 3322 (BUSA 3322)

Time and place of class meetings: Room number 150, COBA, Tues and Thurs: 2 pm- 3.20 pm.

COURSE DESCRIPTION:

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, 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 relate OM concepts with competitive strategy in order to make operational decisions

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- Apply quantitative OM 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 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

Required textbook and other resources:

(1) **Required textbook:** OPMA 3306 - Intro to OM (McGraw-Hill Custom Business Resources) 13 digit ISBN 978-1-121-48832-8; 10 digit ISBN 1-121-48832-3

(2) **Required Software:** A Spreadsheet PC package (preferably Excel) that has some statistical capabilities for forecasting, linear programming, etc., Microsoft Powerpoint and Microsoft Word.

(3) **During the course of the semester, we will be playing Littlefield Labs simulation game outside of class. This will be a group assignment.** Deliverables include a two page summary on the strategies implemented to effectively run the lab and the outcomes. Additionally, each student will also submit a peer evaluation report on their peer group members. The simulation will take place over 7 days and will be monitored by your team. Registration must be done prior to actual announcement of the start of a game. If you fail to register, you will receive a zero for the simulation. See the attached appendix for additional information on Simulation.

(4) Power point presentations and course materials will be uploaded in Blackboard. Please log in to Blackboard using your My Mav ID and password.

(5) **Connect:** Your homework assignments are submitted using Connect. Connect access code will be given on the last page of your new textbook. Make sure that you purchase your textbooks and have Connect access before the first homework is due. For those using a “used version” of the textbook will have to purchase the Connect code online separately. See the attached appendix for additional information on getting access to Connect.

(6) A **calculator, textbook, notebook, Z Table and t tables** are the required items you need for every class.

GRADE DISTRIBUTION

<u>TEST/ASSIGNMENT</u>	<u>POINT VALUE</u>
Exam 1	10%
Exam 2	15%
FINAL COMPREHENSIVE EXAM (All chapters)	30%
Homework	10%
Attendance and Class Participation	10%
Simulation	15%
Pop Quizzes and Case studies	10%
TOTAL	100%

GRADES: A = 90% and above, B = 80% - 89.999%, C = 70% - 79.999%, D = 60% - 69.999%, F = 0% - 59.999%.

THE FINAL GRADE IS UP TO THE DISCRETION OF THE PROFESSOR

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.

EXAMS: There will be **three** closed-book exams. One single, two-sided formula sheet (8 1/2 by 11 inches) will be allowed for each exam. I reserve the right to change seating locations for each exam. You may include anything on the formula sheet. The formula sheet must be hand written and not typed/copy-pasted. No cell phones, laptops, or ipads are allowed to be used while taking tests and must be put away and not on your person during exams. You must bring your **own calculator, pencil, UTA Mav ID, Z Tables, t Tables** and **scantron** to take the tests. If a student is caught cheating during the exam, he/she will get an "F" grade for the course. 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.

MAKE-UP EXAMS: There will be no make-up exams.

Laptops and other electronic devices: Laptops or other electronic devices (cell phones, ipads, ipods, tablets, laptops) will not be required during lectures for the most part. I reserve the right to ask that these devices not be used in class if the student is not paying attention in class or even distracting their peers. While electronic devices can aid learning experiences, bulk of my experience indicates that a student is less distracted when he/she is paying attention when the professor is teaching. **In case of group assignments, simulation and studying class material, I**

will notify in advance when laptops will be required in class. However, cell phones must be in silence at all times and texting is not allowed during class hours. In case of emergency, leave the class to answer your phone call.

Classroom behavior: Maintaining silence while the professor is teaching is an expected class norm. If you have questions about the material covered, feel free to raise your hand and clarify any questions you might have. Students talking amongst themselves while the professor is teaching a concept or a problem can be disturbing to others who are trying to pay attention.

ATTENDANCE, PARTICIPATION, AND DROP POLICY: Homework Problems will be assigned from the text in Connect (See tentative schedule). **Homework is to be turned in at an assigned time in Connect.** Class attendance is mandatory.

Class attendance and lateness policies will be discussed during the first week of class. Since, it is a one and a half hour class, it will benefit the students to come to class on time. Attendance will be taken sharp at 8am of each class. **Three “late” will result in one absence.** If you are late, remind me only at the end of class to mark your name on the attendance sheet. Those policies include by reference 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 absences.

A student dropping a course after the Census Date but on or before the appropriate final drop date will receive a grade of “W” *only* if at the time of dropping, the student is passing the course (has a grade of A, B, C, or D); otherwise an F will be received.

SIMULATION ASSIGNMENT and HOMEWORKS: No late homework and assignments will be allowed. For the group simulation, a complete lack of participation will result in a simulation grade of zero. In the real world, we are expected to work in teams and we do not get to choose whom we work with. Students must make every effort to work cohesively when playing the group simulation and try to resolve issues in a professional manner.

Pop Quizzes: Pop quizzes are assigned for every topic covered in class. This will be done to encourage class participation, studying the material on time, and making sure you understand concepts taught in class and are not waiting to study everything last minute. **As the term suggests, they will be “Pop” quizzes and there are no specific dates assigned.**

There will be total of 10 quizzes. Only ONE quiz with the lowest grade can be dropped when calculating the final grade. Each quiz will last between 10-25 minutes.

EMAIL: All email to me must be sent from your UTA email address. Emails sent from any other account might be caught by the spam filter and never reach me. Additionally, I will send emails only to your UTA account.

GROUPS: The class will be divided into groups of size 4. Students will be randomly assigned to each group. I will ensure a right blend of skill sets to ensure successful completion of simulation.

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.

AMERICANS WITH DISABILITIES ACT (ADA): The University of Texas at Arlington is on record as being committed to both the spirit and letter of the ADA to make reasonable adjustments in the classroom necessary to eliminate discrimination on the basis of disability. Students should meet with the Instructor during the first week of class to discuss their special needs and advise the instructor of any special needs, abilities or limitations and to discuss the instructor's expectations in class participation, performance and work standards. Any disclosure by the students of their need for accommodations is recognized to be extremely sensitive and all conversations and other communications will be kept protected and confidential and disclosed on a need-to-know basis only.

Students are responsible for contacting and consulting with the University's **Office for Students with Disabilities** prior to contacting the instructor about any disabilities. The student should provide the instructor with some form of written documentation of the disability from an acceptable, external sources (such as a doctor, psychiatrist, etc.) and from the **Office for Students with Disabilities**.

STUDENT SUPPORT SERVICES: The University supports a variety of student success programs to help you connect with the University and achieve academic success. They include learning assistance, developmental education, advising and mentoring, admission and transition,

and federally funded programs. Students requiring assistance academically, personally, or socially should contact the Office of Student Success Programs at 817-272-6107 for more information and appropriate referrals.

TUITION:

Students who have not paid by the census date and are dropped for non-payment cannot receive a grade for the course in any circumstances. Therefore, a student dropped for non-payment who continues to attend the course will not receive a grade for the course. Emergency loans are available to help students pay tuition and fees. Students can apply for emergency loans by going to the Emergency Tuition Loan Distribution Center at E.H. Hereford University Center (near the southwest entrance).

Grade Grievance Policy: The University's grade grievance policy can be found in the University catalog.

Additional sources

Library Home Page	http://www.uta.edu/library
Subject Guides	http://libguides.uta.edu
Subject Librarians	http://www.uta.edu/library/help/subject-librarians.php
Database List	http://www.uta.edu/library/databases/index.php
Course Reserves.....	http://pulse.uta.edu/vwebv/enterCourseReserve.do
Library Catalog	http://discover.uta.edu/
E-Journals	http://liblink.uta.edu/UTALink/az
Library Tutorials	http://www.uta.edu/library/help/tutorials.php
Connecting from Off- Campus	http://libguides.uta.edu/offcampus
Ask A Librarian	http://ask.uta.edu

The following URL houses a page where we have gathered many commonly used resources needed by students in online courses: <http://www.uta.edu/library/services/distance.php>

Finally, the subject librarian for your area can work with you to build a customized course page to support your class if you wish. For examples, visit <http://libguides.uta.edu/os> and <http://libguides.uta.edu/pols2311fm> . If you have any questions, please feel free to contact the Coordinator for Information Services, Suzanne Beckett, at sbeckett@uta.edu or at 817.272.0923.

TENTATIVE COURSE CALENDER:

Date	Topics	Homework (Check Blackboard and Connect for exact due dates)
Jan 14	Syllabus/Strategy and Sustainability	
Jan 16	Strategy and Sustainability	HW 1 Assigned
Jan 21, 23 and 28	Forecasting	HW 2 Assigned
Jan 30, Feb 4	Inventory Management	HW 3 Assigned and case study assigned
Feb 6	Inventory Management –Case study submitted by groups	(Project day)
Feb 11	Inventory Management	
Feb 13	Exam 1 review day	
Feb 18	EXAM 1 (Strategy and Sustainability, Forecasting, Inventory Management)	
Feb 20, 25	Strategic Capacity Management	HW 4 Assigned
Feb 27	Processes	HW 5 Assigned
March 4, 6	Sales and Operations Planning	HW 6 Assigned
Week of March 10	SPRING BREAK	
March 18	Sales and Operations Planning	
March 20, 25, 27	MRP	MRP Case study assigned, HW 7 assigned
April 1	MRP and Exam 2 review	
April 3	Exam 2 (Strategic Capacity Management, Processes, Sales and Ops Planning, MRP)	
April 7, Monday	Last day to buy your individual purchase codes before April 7, 11.59 pm. 40% late penalty for late registration.	
April 8, Tuesday	Simulation trial run in class. Bring your individual laptops. Submit Group Contract forms. Register teams in class. 40% late penalty for unregistered teams	
April 10, 2014, Thursday (Simulation begins at 5pm) – April 17, 2014, Thursday (Simulation ends at 5pm).		
April 8, 10, and 15	Quality Management	HW 8 Assigned
April 17 and 22	Project Management	HW 9 Assigned
April 24	Linear Programming (Laptops required)	HW 10 Assigned
April 29, 2014	Submit your group simulation report in class at 2pm. Also submit your peer evaluation reports in class.	
April 29 and May 1	FINALS REVIEW	
May 6	FINAL EXAMS (2pm-4.30pm) Check UTA Calendar to confirm	

Please note: BSTAT 3321 is a pre-requisite to this class. Please take it before taking this class.

Wishing you a successful semester!

“The heights by great reached and kept were not obtained by sudden flight, but they, while their companions slept, were toiling upward in the night.”-

Longfellow

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 BY CHECKING THE BLACKBOARD IN A TIMELY MANNER. CHECK BLACKBOARD FOR ANNOUNCEMENTS, CHANGES OR IN CASE YOU MISS A CLASS.