

**OPMA 5361 Operations Management
Syllabus: Spring 2014**

Name: Alan R. Cannon, Ph.D.

Office Number: COBA 524

Office Telephone Number: (817) 272-5746

Email Address: acannon@uta.edu

Office Hours: By appointment

Course Number, Section Number, and Course Title: OPMA 5361-001, Operations Management

Time and Place of Class Meetings: COBA 152, Mondays and Wednesdays, 7-9:50 p.m.

Description of Course Content: Introduction to concepts and problem-solving techniques important in production management and operations management. Topics include demand forecasting, capacity management, resource allocation, inventory management, supply chain management, quality control, and project management.

Student Learning Outcomes: Upon completion of this course, students will:

- apply appropriate forecasting methodologies.
- analyze production planning problems.
- apply appropriate methodologies for making inventory decisions.
- analyze an operations process and recommend improvements.
- apply appropriate methodologies to schedule work or people.
- apply appropriate techniques for managing quality.

Suggested Textbooks and Other Course Materials: *Operations Management for MBAs, (4th Edition)*, Jack R. Meredith & Scott M. Shaffer, John Wiley & Sons, Inc., 2010.

Additional suggested readings available through UTA Library

Descriptions of major assignments and examinations with due dates: Examinations 1 and 2 will be held on March 31 and April 21, respectively. The final examination will be held on May 5.

Attendance Policy: 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. Any class attendance and lateness policies introduced in this class 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 never attending class or for accumulating excess absences.

Grading Policy: Students will be assessed via two intra-term examinations and a final examination. All examinations will be weighted equally in determining your final grade.

The final examination will not be cumulative unless the student notifies me BEFORE the final exam period that he/she wishes to take the cumulative final. If the cumulative final exam is taken, the student's final exam score will be used in place of lower (or missing) scores on either/both of the intra-term examinations. The cumulative final exam will be the ONLY remedy offered for missing intra-term examination scores.

A standard 10-point grade scale will be in effect (i.e., 90-100 = A, 80-89 = B, etc.).

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.

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://wwwb.uta.edu/ses/fao>).

Work outside of class: On occasion I will assign out-of-class work such as essays, papers, problem sets, etc. Unless I *specifically* say so, these are to be done *on your own*. You are not to collaborate with (or receive assistance from) anyone else on these assignments.

Any outside-of-class work that you hand in should conform to common professional presentation standards. While I will grade handwritten work on its merits, such work will incur an automatic 30-point penalty. For example, work that would have commanded a grade of 90 would, if handwritten, receive a grade of 60 ($[0.90 \times 100] - 30$ points).

Classroom behavior: Students in this class will likely come from a variety of cultures and educational backgrounds. Although standards for classroom conduct vary across cultures, we will conform to expectations that are common in higher education in the U.S. Unless I *specifically* say so, during classroom sessions students should abide by the following policy: If you're not talking with me, don't be talking at all.

Expectations for Out-of-Class Study: Beyond the time required to attend each class meeting, students enrolled in this course should expect to spend at least an additional six hours per week of their own time in course-related activities, including reading required materials, completing assignments, preparing for exams, etc.

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.

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>.

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

Make-up Exam Policy: Students who miss an intra-term examination must take the cumulative final examination option. That exam's score will then be used in place of any missing intra-term exam scores.

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.

Grade Grievance Policy: The procedure outline in the 1997 catalog is as follows: "The student has one calendar year from the date the grade is assigned to initiate the grievance. The normal academic channels are the department chair or program director, academic dean, and the Provost. ..."

OPMA 5361 (Spring 2014)
Course Schedule*

Date		Topic
Mar	17	Intro./Operations Strategy & Global Competitiveness (Ch. 1)
	19	Decision Analysis
	24	Forecasting (Ch. 8 Supplement)
	26	Process Choice (Ch. 2)/ Capacity (pp. 296-304; pp. 325-343)
	31	EXAM 1
April	2	Inventory Analysis (pp. 267-272; Ch. 7 Supplement B)
	7	Supply Chain Management (pp. 245-267)
	9	Materials Planning/Scheduling
	14	Location Considerations
	16	Service Operations
	21	EXAM 2
	23	Controlling Processes (Ch. 3)
	28	Process Improvement (Ch. 4)
	30	Project Management (Ch. 6)
April	6	FINAL EXAM

*The Instructor reserves the right to alter this schedule as circumstances warrant.