

**OPMA 3306: Operations Management
Summer 2015 Syllabus**

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Office Hours: Monday 7:00-8:00pm; Tuesday 1:00-2:00pm

Course Number: OPMA 3306
Course Title: Operations Management
Course Section # &
Class Meetings: 001 COBA 256 Tuesday & Thursday 10:30am-12:50pm

Description of Course Content: Introduction to concepts and problem-solving techniques important in operations management and production management. Topics include demand forecasting, capacity management, resource allocation, inventory management, supply chain management, quality control, and project management. Prerequisite: BSTAT 3321 or BSTAT 3322.

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

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

Required Textbooks and Other Course Materials: *Introduction to Operations Management*, McGraw-Hill Companies, Inc., 2012. ISBN-10: 1121488323. ISBN-13: 9781121488328. This is a custom version of a larger text that was compiled specifically for use at UTA; the custom version is available through the UTA bookstore. The Online Access License will not be needed for this course section—so you can buy a used version of the text without the Online Access License if you can find one.

The authors of the extended text are Robert F. Jacobs and Richard Chase. The extended textbook is *Operations and Supply Chain Management: The Core*, Third Edition (The McGraw-Hill/Irwin Series in Operations and Decision Sciences) ISBN-13: 978-0-07-352523-5. Students interested in obtaining the extended text (instead of the standard text) with full-color graphics, statistical reference tables, and additional content not covered in the introductory course can purchase it directly from the publisher or from an independent source such as Amazon.com.

Students may be required to purchase case studies, user licenses for in-class simulations, or other supplemental materials. Additional suggested readings will be posted in Blackboard and/or made available from the UTA Library.

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Descriptions of Major Assignments and Examinations: The full course grade will be determined as follows:

<u>Component</u>	<u>Points Possible</u>
Exam 1 (Mid-term)	100
Exam 2 (Comprehensive final)	100
Homework/Quiz Assignments	100
Enterprise Resource Planning Cases	100
Class Participation	100
Team Research Paper/Presentation	<u>100</u>
Total Possible	<u><u>600</u></u>

Detailed specifications regarding requirements and grading standards will be posted in the Blackboard course portal.

Grading: Points earned and accumulated will be used in the following grade calculation:

<u>Points Earned</u>	<u>Letter Grade</u>
540-600	A
480-539	B
420-479	C
360-419	D
359 and Below	F

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 as a human. If you feel an error has been made in the calculation of your grade, you may contact the instructor via e-mail. Grades are otherwise non-negotiable.

Blackboard Course Portal: Blackboard is the online content management utility for courses at UTA. Course announcements, assignment instructions, and assessments will be available on the Blackboard portal for this class. Each student is responsible for establishing access to the Blackboard course portal, for activating utilities such as the Respondus Lockdown Browser as needed, and for contacting the UTA Help Desk as needed to resolve any technical problems with Blackboard.

Detailed instructions for the team assignments will be posted in the Blackboard course portal. Homework/quiz assignments, and possibly some exams, will also be completed in Blackboard. Students should use Mozilla Firefox or Microsoft Internet Explorer as the browser for any Blackboard work; the Google Chrome browser is not supported. Students should use the Blackboard portal to initiate any e-mail communication with the Instructor, as this will cause your course number and section number to be displayed in the subject line of the e-mail message.

Course Schedule and Due Dates: Examinations, assignments, and due dates are presented in the Course Schedule below. The instructor reserves the right to modify the Course Schedule, course content, and point values associated with graded components as needed in response to events that occur during the semester. Any such changes will be discussed during class meetings. It is the student's responsibility to be aware of these changes.

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Meeting #	Day	Date	Topic	Readings	Assignments Due
1	Tue	6/9	Course Intro and Rules of Engagement Introduction to Operations Management	Course Syllabus Chapter 1	
2	Tue	6/9	Operations Strategy & Sustainability Enterprise Resource Planning Overview	Chapter 2	
3	Thu	6/11	Operations Strategy & Sustainability Assign Team Project	Chapter 2	
4	Thu	6/11	Forecasting SAP Logins/Assign Navigation Exercise Project Team Game Plan Meetings	Chapter 3	
5	Tue	6/16	Forecasting	Chapter 3	Chapter 1 Homework/Quiz Chapter 2 Homework/Quiz SAP Navigation Exercise
6	Tue	6/16	Forecasting Assign SAP Sales & Distrib Case	Chapter 3	
7	Thu	6/18	Inventory Management	Chapter 4	
8	Thu	6/18	Inventory Management	Chapter 4	
9	Tue	6/23	Inventory Management Assign SAP Materials Mgmt Case	Chapter 4	Chapter 3 Homework/Quiz SAP Sales & Distrib Case
10	Tue	6/23	Strategic Capacity Management	Chapter 5	
11	Thu	6/25	Process Design & Analysis Manufacturing Processes	Chapter 6 Chapter 7	Chapter 4 Homework/Quiz Chapter 5 Homework/Quiz
12	Thu	6/25	Process Design & Analysis Manufacturing Processes Review Session: Chapters 1-7	Chapter 6 Chapter 7	
13	Tue	6/30	Sales & Operations Planning Assign SAP Production Planning Case	Chapter 8	Chapter 6 & 7 Homework/Quiz SAP Materials Mgmt Case
14	Tue	6/30	Midterm Exam: Chapters 1-7		
15	Thu	7/2	Sales & Operations Planning	Chapter 8	
16	Thu	7/2	Material Requirements Planning	Chapter 9	
17	Tue	7/7	Material Requirements Planning Assign SAP Production Execution Case	Chapter 9	Chapter 8 Homework/Quiz SAP Production Planning Case
18	Tue	7/7	Project Management	Chapter 12	
19	Thu	7/9	Project Management	Chapter 12	
20	Thu	7/9	Project Management	Chapter 12	
21	Tue	7/14	Quality Management & Six Sigma	Chapter 11	SAP Production Execution Case Chapter 9 Homework/Quiz Chapter 12 Homework/Quiz
22	Tue	7/14	Quality Management & Six Sigma	Chapter 11	
23	Thu	7/16	Quality Management & Six Sigma	Chapter 11	
24	Thu	7/16	Location, Logistics & Distribution Linear Programming	Chapter 10 Appendix A	
25	Tue	7/21	Location, Logistics & Distribution Linear Programming	Chapter 10 Appendix A	Chapter 11 Homework/Quiz
26	Tue	7/21	Team Project Presentations--Teams 1 & 2		
27	Thu	7/23	Team Project Presentations--Teams 3 & 4 ** Last Day to Drop Classes: July 23 **		
28	Thu	7/23	Team Project Presentations--Teams 5 & 6		
29	Tue	7/28	Team Project Presentations--Teams 7 & 8		
30	Tue	7/28	Team Project Presentations--Teams 9 & 10		
31	Thu	7/30	Review Session / Special Topics		
32	Thu	7/30	Review Session / Special Topics		
33	Tue	8/4	Sec 001 Final Exam-Comprehensive 10:30am-12:50pm		
			Final Exam-Comprehensive		

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Assignment Deadlines and Late Submissions: Homework/quizzes and group project deliverables are due to be submitted in Blackboard by 11:59pm Central time on the due date specified in this Syllabus, in the Blackboard course portal, or announced in class. ERP cases are due to be submitted in hard copy form at the start of the class meeting on the scheduled due date.

Late submission of homework/quiz assignments and ERP cases will not be accepted. Points will be deducted from the ERP cases if they are submitted in a form other than hard copy (i.e., via e-mail). Late submission of group project deliverables will result in a penalty of 10% of the total available points for each day after the specified due date.

Make-Up Exams: Make-up exams are generally not available in this course. Exceptions will be applied to special circumstances such as (a) conflicts with participation in University-sponsored events, or (b) military service obligations.

In those rare cases, the conflict must be communicated to the Instructor via UTA e-mail in advance of the time slot scheduled for the exam. At the Instructor's discretion, the make-up mechanism may be (a) double-counting the number of points earned on the next scheduled exam, (b) a different exam from the one administered on the scheduled date, or (c) an individual case study or research paper assignment in lieu of the missed exam.

Documentation of circumstances requiring a make-up exam will be required, and misrepresenting such circumstances is a violation of the University's Academic Integrity policy.

Expectations for Out-of-Class Study: A general rule of thumb at UTA is that for every credit hour earned, a student should spend 3 hours per week working outside of class in a 16-week Fall or Spring semester course. Hence, a 3-credit course would have a minimum expectation of 9 hours of reading, study, etc. Accordingly, in addition to the time required to attend each class meeting, students enrolled in this 3-credit course would expect to spend an average of at least 9 hours per week of their own time in course-related activities in a Fall or Spring semester. This would include reading the required materials, completing assignments, preparing for exams, working on team projects, etc.

The weekly time requirements detailed above are necessarily **doubled** to about 18 hours per week for a course presented in an 8-week format—such as this one.

Attendance Policy: At The University of Texas at Arlington, taking attendance is not required. Rather, each faculty member is free to develop his or her own methods of evaluating students' academic performance, which includes establishing course-specific policies on attendance. As the instructor of this section, I have established the policies set out here for attendance policy and class participation credit.

Regular class attendance is an absolute necessity for success in this course. If you must miss class for any reason, you are responsible for the material you missed and will need to work with your classmates (not the instructor) to obtain class notes and otherwise determine what 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

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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.

Class Participation Credit: As noted in the Grading Policy section of this Syllabus, your class participation grade is a significant element of your overall grade for this course.

You are presumed to be participating at a satisfactory level if you are able to (a) contribute in a positive way to class discussion voluntarily or when called upon by the instructor, (b) contribute to in-class team exercises dealing with textbook discussion questions, case studies, enterprise resource planning application exercises, or other assigned readings, and (c) contribute effectively to team research assignments and presentations.

When your team is called on to participate in an in-class exercise or discussion, you will lose class participation points if you are absent, ineffective, or unprepared.

Work outside of class: Exams and homework/quiz assignments are to be completed by each student individually. You are not to collaborate with (or receive assistance from) anyone else on these assignments.

Laptops and other electronic devices: There are instances in which learning is enhanced by the use of laptops or tablet computers during class. Use of these devices in the classroom is acceptable as long as their use does not distract other students or the instructor in any way. The instructor reserves the right to designate the classroom as an electronic device-free zone at any time.

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 the instructor *specifically* says otherwise, during classroom sessions students should abide by the following policy: If you're not talking with the instructor, you should not be talking at all. Your participation in classroom discussion is required and assumed. Negative grade adjustments may be applied if you fail or refuse to participate in classroom discussions, behave in a way that disrupts the class, or leave the classroom early without consulting the instructor.

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

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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.

Title IX: The University of Texas at Arlington is committed to upholding U.S. Federal Law "Title IX" such that no member of the UT Arlington community shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity. For more information, visit www.uta.edu/titleIX.

Academic Integrity: Students enrolled all UT Arlington courses 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.

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 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

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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.

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, which is located at the stairwell at the end of the hallway. 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 individuals with disabilities.

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Library Resource Information:

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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 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>.

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 Suzanne Beckett, at sbeckett@uta.edu or at 817-272-0923.

Emergency Phone Numbers: In case of an on-campus emergency, call the UT Arlington Police Department at 817-272-3003 (non-campus phone), 2-3003 (campus phone). You may also dial 911. For non-emergencies, contact the UTA PD at 817-272-3381.

The UT Arlington Police Department is available to escort students and faculty members from buildings on the campus to designated parking areas on request.