**Instructor:** Dr. Michel E. Whittenberg, PMP, Associate Professor in Practice

**Office Number:** COBA 512

**Office Telephone Number:** (817) 272-3521

**Email Address:** [mwhitten@uta.edu](mailto:mwhitten@uta.edu) *(This is the best way to contact me. I will respond quickly.)*

**Faculty Profile:** <http://www.uta.edu/mentis/profile/?12869>

**Office Hours:** TTh 9:30—10:50am

**Section Information:** OPMA 3306-005 and -006, Operations Management.

**Time and Place of Class Meetings:** Section 005: Tuesdays and Thursdays 11:00—12:20pm in COBA 256

Section 006: Tuesdays and Thursdays 12:30—13:50pm in COBA 239

**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. Prerequisite: BSTAT 3321 or BSTAT 3322.

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

A. apply appropriate forecasting methodologies.

B. analyze production planning problems.

C. apply appropriate methodologies for making inventory decisions.

D. analyze an operations process and recommend improvements.

E. apply appropriate methodologies to schedule work or people.

F. apply appropriate techniques for managing quality.

**Required Textbooks and Other Course Materials:** *Introduction to Operations Management,* McGraw-Hill Companies, Inc. 2012. ISBN-10 1121488323. ISBN-13: 9781121488328. Connect Plus is required for course completion. See pages 394-395 of your textbook for instructions. You cannot meet course requirements without a Connect Plus access.

**Descriptions of major assignments and examinations:** Grade components include three non-comprehensive exams, homework on-line Connect, and on-line Connect exams.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Component** | **Points** |  | **Grade** | **Grade Scale** |
| **Exams (3 non-comprehensive)**  1. In class portion (100 Points)  2. In Connect (50 Points) | **150 each** | **A** | **540-600** |
| **Homework:** 10 assignments at 15 points each | **150** | **B** | **480-539** |
| **Missed Exam:** See discussion below. |  | **C** | **420-479** |
| **D** | **360-419** |
| **F** | **0-359** |

**Attendance:** I will not track attendance. You can make your own decisions as to what is important in your life. However, with poor decisions there are often painful consequences. If you must miss class, you are still responsible for the material you missed. I will not normally cover presented material via email for a student that has not attended class or asked clarifying questions in class.

**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 establishing access to the Blackboard course portal, and for contacting the UTA Help Desk as needed to resolve any technical issues with Blackboard. Homework will be deployed using Blackboard/Connect. It is corrected by the Connect software and counts 150 points (25%) for the course. You will be given a time window and an amount of time to complete each homework assignment. At the due time, whatever work you have done to that point will constitute your grade for the homework. To ensure your grade is posted to Blackboard, open the homework from Blackboard and not from Connect. Otherwise, your grade is hung up in Connect and does not feed over to Blackboard.

### Class Conduct: Disruptive behavior includes but is not limited to, side conversations between two or more students during lecture, texting on your cell phone, unnecessary comments that add no value to class, and any activities that negatively impact the ability of other students to learn and/or listen in class. If you are disruptive, I will ask you to leave.

### Classroom Expectations: My intent is to cover some of the highlights of the assigned material using PowerPoint® slides and some material not covered in the textbook. I may not cover all the slides that I post to Blackboard, these are primarily a summary of assigned material. Additionally, the slides I show in class may have supplemental material that is not on the Blackboard version. I prefer a discussion format, so please stop me for further discussion at any time. I will expect you to ask questions or answer mine during this discussion. About half of my presentation time will be spent working the assigned homework problems similar to those you will be asked to solve on the exams. I will intersperse some personal experiences whenever it can add value.

My primary objective in teaching this course is that you learn something that is beneficial to you in the business world and that we both have some fun in the process. Please ask questions. I may not answer your questions directly or I may ask you a question in return. I will do this, not to embarrass you, but to encourage your thought processes.

I reserve the right to make changes to the syllabus as necessary to meet course requirements. I will announce changes in class or on Blackboard with an announcement to all Students. It is your responsibility to adjust to these changes.

**Grading**:

A. Your exams will have two components; an in-class written exam and a Connect portion you will need to complete within the same 48-hour period as the in-class exam. The in-class component will be primarily multiple-choice but may have some problems. Additionally, you may have to solve a problem to be able to select the correct multiple-choice response. The Connect component will consist of problems similar to those assigned as homework and worked in class. Each exam covers material since the last exam. The in-class component is closed book, closed notes, and closed neighbor. You should prepare and use one letter-sized page (both sides of page) with whatever you choose to include for use as reference during the exam. I will not provide any formulae with the exams but will provide any lookup tables that are required by the exam. You should bring a scantron form for the multiple choice portion of the exam. The Connect component will be open book and open note. I will provide more details about each exam in the class period before the exam. The in-class component of exams will have more than 100 possible points providing a built-in curve. Don’t expect any additional curving at the end of the course.

B. Electronic calculators may be used during exams *(you may not use the calculator function on your cell phone)*. The exam questions will be taken from assigned readings (whether or not discussed in class), homework problems, and lecture material. The Connect component of the exam will include problems very similar to the exercises assigned for homework and worked in class.

C. You should not expect me to adjust the grading scale or any grade component (curving). I might, but don’t expect it. Cell phones, electronic notebooks, and like devices shall be turned off during exams to preclude their disrupting other class members. The penalty for using these devices in any fashion during an exam is the loss of all points for that exam.

D. Homework Assignments: I expect you to read the assigned chapters before the first class covering all chapters. Homework is due before class on the last date scheduled for each chapter. You can make multiple attempts and use hints to solve the homework. Students quickly learn that with these allowances it is possible to post the right answers to the questions without ever working the problems. Then they find that they score poorly on the Connect exams that often have only small variations to the homework problems. To encourage you to learn how to work the problems, there is a penalty to making multiple attempts and using on line hints. In the last class session of each chapter, I will discuss “a method” to solve each assigned homework problem in class and post my solution to Blackboard. This is your opportunity to make corrections to your solutions in preparation for exams through “study attempts”. I will set up the homework such that you may use “study attempts” as many times as you wish after the due date to prepare for the exam. The “study attempts” will not change your grade for a homework assignment but will prepare you for similar questions on the exam.

### Make-up Exams: There are no make-up exams. Those who have missed the in-class portion of any regularly scheduled exam will take a comprehensive exam instead of the regularly scheduled Exam 3. That comprehensive exam score will replace any missed exam scores. Additionally, any student may ask to take the comprehensive exam to replace a bad test score. Additionally, the in-class portion of Exam 3 may have some number of questions that are comprehensive but are not scored. These questions are for diagnostic purposes. Missing the on-line Connect portion of any exam will result in a zero and cannot be made up.

### 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 6-9 hours per week of their own time in course-related activities, including reading required materials, completing assignments, preparing for exams, etc.

### Class Cancellation: In the event that I am unable to attend class or the University is closed unexpectedly, assume the material will be moved forward to the next meeting.

**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/>).

**Disability Accommodations: UT** 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), The Americans with Disabilities Amendments Act (ADAAA),* and *Section 504 of the Rehabilitation Act.* 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 disability. Students are responsible for providing the instructor with official notification in the form of a letter certified by the **Office for Students with Disabilities (OSD).** Students experiencing a range of conditions (Physical, Learning, Chronic Health, Mental Health, and Sensory) that may cause diminished academic performance or other barriers to learning may seek services and/or accommodations by contacting:

**The Office for Students with Disabilities, (OSD)** [www.uta.edu/disability](http://www.uta.edu/disability) or calling 817-272-3364.

**Counseling and Psychological Services, (CAPS)** [www.uta.edu/caps/](http://www.uta.edu/caps/) or calling 817-272-3671.

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](http://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 does not discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, disabilities, genetic information, and/or veteran status in its educational programs or activities it operates. For more information, visit*[*uta.edu/eos*](http://www.uta.edu/hr/eos/index.php)*. For information regarding Title IX, visit* [www.uta.edu/titleIX](http://www.uta.edu/titleIX).

**Academic Integrity:** Students enrolled in this course are expected to adhere to the UT Arlington Honor Code. I expect students to have done the work themselves that they turn in. I have a zero tolerance policy for cheating. My policy is simple, cheat, and get zero points for that component of the course. The UTA Honor Code reads:

*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 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 we will discuss during the first class session. 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.

**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](mailto:resources@uta.edu), or view the information at [www.uta.edu/resources](http://www.uta.edu/resources).

**Course Schedule:** As the instructor for this course, I reserve the right to adjust this schedule in any way that serves the educational needs of the students enrolled in this course. *Please note that because of the construction of the textbook there are some issues with the chapter numbers. The table below uses the structure listed on Page iii.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Class Date** | **Topic** | **Reading** | **Homework (due before last scheduled date for each chapter)** |
| **19 Jan** | Introduction / Syllabus | Page 5 | None |
| **21 & 26 Jan** | Module 1: Operations Strategy and Sustainability | Chapter 2 | Homework Chapter 2 |
| **28 Jan & 2 Feb** | Module 1: Forecasting | Chapter 3 | Homework Chapter 3 |
| **4, 9, & 11 Feb** | Module 1: Inventory Management | Chapter 4 | Homework Chapter 4 |
| **16 & 18 Feb** | Module 1: Strategic Capacity Management and Learning Curves | Chapter 5  Appendix 5A | Homework Chapter 5 |
| **23 Feb** | Module 1: Wrap-up and Discussion | Chapters 1-5 |  |
| **25 Feb** | **Module 1: Exam 1** | **All class material covered to date** | |
| **1 & 3 Mar** | Module 2: Manufacturing and Service Processes | Chapter 6/7 | Homework Chapter 6/7 |
| **8 & 10 Mar** | Module 2: Sales and Operations Planning | Chapter 8 | Homework Chapter 8 |
| **22, 24 & 29 Mar** | Module 2: Material Requirements Planning | Chapter 9 | Homework Chapter 9 |
| **31 Mar** | Module 2: Wrap-up and Discussion | Chapters 6-9 |  |
| **5 Apr** | **Module 2: Exam 2** | **All class material covered since Exam 1** | |
| **7 & 12 Apr** | Module 3: Location, Logistics, and Distribution | Chapter 10 | Homework Chapter 10 |
| **14, 19, & 21 Apr** | Module 3: Quality Management and Six Sigma | Chapter 11 | Homework Chapter 11 |
| **26, 28 Apr & 3 May** | Module 3: Projects | Chapter 12 | Homework Chapter 12 |
| **5 May** | Module 3: Wrap-up and Discussion | Chapters 10-12 |  |
| **11am--1:30pm** | **Module 3: Exam 3**  **Section 005: May 10**  **Section 006: May 12** | **All class material covered since Exam 2** | |

**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. Non-emergency number 817-272-3381.