



Department of Business Information Systems and Operations Management

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**OPER 3100 – 001 & 002 Operations Management
Course Syllabus – Spring 2019**

Instructor:	Katrice Branner	OPER 3100 Operations Management Spring2019
Office:	Friday Building – 347A	001 MWF Friday 144 / 11:15 PM – 12:05 PM
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Email:	kbranner@uncc.edu	Course content: Accessible via Canvas
Office hours:	MW 1:30 – 3:00 PM or by appointment	(https://uncc.instructure.com)

Syllabus Overview	This syllabus contains the policies and expectations established for OPER 3100 Operations Management. Please read the entire syllabus carefully before continuing in this course. These policies and expectations are intended to create a productive learning atmosphere for all students. Unless you are prepared to abide by these policies and expectations, you risk losing the opportunity to participate further in the course.
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Required Text & Materials:	<p>(1) Operations and Supply Chain Management, 15th Edition, Chase and Jacobs, McGraw Hill ISBN: 978-1-259-66610-0</p> <p>(2) Supplementary Materials: Lecture presentations, assigned readings, quizzes and additional course materials will be posted and managed in the course section on Canvas.</p> <p>(3) You must have a wifi enabled device to be able to use Poll Everywhere in this class</p>
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Pre-requisites:	ACCT 2121, 2122; ECON 2101, 2102; MATH 1120; INFO 2130; and STAT 1220 with grades of C or above; and Junior or Senior standing.
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Catalog Description:	Introduction to and development of the management functions in manufacturing and non-manufacturing organizations. A systems approach to the organizational environment, the basic operating functions, the problems and decisions a manager encounters and solution techniques and models. Computer application are included where appropriate.
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Course Description:	Operations management is the study of how organizations transform, produce, and deliver value to the customer, client, or user of the product or service created by the organization. It involves the integration of numerous activities and processes to produce products and services in a highly competitive global environment. Therefore, it is a basic function that must be performed in all business organizations. World class performance in operations, i.e., in product design, manufacturing, engineering, and distribution, is essential for competitive success and long-term survival of the organization.
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Learning Objectives:	<p>The operations function involves managing the activities and resources necessary to make products and/or provide services. Therefore, it is a basic function that must be performed in all business organizations. Management of operations in today's business environment usually involves significant computer usage and mathematical and statistical modeling. This class provides a working understanding of the models and techniques useful in operations management. The foundation for such an understanding will be built by examining selected problem areas and widely recognized modeling approaches to dealing with them.</p> <ol style="list-style-type: none"> 1. Understanding the importance of operations and supply chain management in the decision-making process. 2. Familiarization of various production processes and service systems. 3. Ability of quantitative analysis of problems arising in the management of operations.
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Grading:	<table border="0"> <tr> <td>Component</td> <td></td> </tr> <tr> <td>• Exams</td> <td style="text-align: right;">75%</td> </tr> <tr> <td>• Canvas Timed Quizzes</td> <td style="text-align: right;">15%</td> </tr> <tr> <td>• Class Participation/Attendance/Discussion Questions</td> <td style="text-align: right;">10%</td> </tr> </table>	Component		• Exams	75%	• Canvas Timed Quizzes	15%	• Class Participation/Attendance/Discussion Questions	10%
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5 Exams throughout the semester which includes a comprehensive optional final exam. The lowest exam grade dropped if you take the final exam. See detailed policy in the exam section.

Final letter grade will be calculated based on the following scale:

- A: 90 and above;
- B: 80-89;
- C: 70-79;
- D: 60-69;
- F: 59 and below.

The course grades are posted on Canvas throughout the semester. I do not discuss individual student grades over email and do not negotiate grades at all.

Exams:	<ul style="list-style-type: none"> • Exams are administered in class and are closed book and closed notes. No early or make-up exams are allowed (unless under unusual circumstances) since you can drop the lowest exam grade. The final exam is comprehensive, but optional if you are satisfied with your other exam grades. If you miss an exam, that exam will automatically count as your dropped exam grade and you are required to take the final exam. If you take all five exams, the lowest exam grade will be dropped. • If the answer to an exam question is disputed, the student should submit a written appeal, citing the source to the instructor. The instructor will take these appeals into account during grading. • Exams may not be taken out of the room, out of my office, or copied. Students are encouraged to review their exams during office hours or by appointment. Failure to return an exam or copy an exam will result in an exam grade of zero and may warrant further disciplinary action.
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Quizzes:

- Each quiz will be available online on Canvas for a specified period of time. It is your responsibility to take note of deadlines and complete the quiz prior to the deadline. If you miss the deadline, you will get a grade of zero for that quiz. No make-up quizzes are allowed since the lowest quiz grade will be dropped.

Class Participation & Attendance:

- Students are expected to attend every class and remain in class for the duration of the session. Failure to attend class or arriving late may impact your ability to achieve course objectives which could affect your course grade. An absence, excused or unexcused, does not relieve a student of any course requirement. Regular class attendance is a student's obligation, as is a responsibility for all the work of class meetings, including tests and written tasks.
- Class participation and/or attendance will be graded on selected days throughout the semester. Of the randomly selected days that are graded, 2 absences are allowed each semester before your class participation/attendance grade is impacted. **Class participation grades will also be impacted by violations of my leadership in the classroom and electronic devices policies.**
- The instructor reserves the right to use different means to classify as class participation – you will be clearly informed during the semester but expect to encounter Poll Everywhere quite frequently. You must have a wifi enabled device to be able to use Poll Everywhere in this class, which is a required part of the course. You must be physically present during class to obtain credit for answering.

Leadership in the Classroom:

- The class will be conducted in an atmosphere of mutual respect. You are encouraged to have active participation in class discussions. Each of us may have strongly differing opinions on the various topics of class discussions. The conflict of ideas is encouraged and welcome. The orderly questioning of the ideas of others, including the instructor, is similarly welcome. However, the instructor will exercise responsibility to manage the discussions so that ideas and argument can proceed in an orderly fashion. You should expect that if your conduct during class discussions seriously disrupts the atmosphere of mutual respect, you will not be permitted to participate further, and your grade will be impacted.
 - **Do not forward course emails or documents of any form** to those outside of the course without knowledge and/or permission of the instructor.
 - **Do not email the instructor a copy and paste of quiz questions, canvas screen shots, or discussion questions from Canvas or other sources.** If you have questions, see the instructor in person during office hours or by appointment.
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Electronic Devices in Class:	<ul style="list-style-type: none"> • The use of cell phones, smart phones, or other mobile communication devices is disruptive, and is therefore prohibited during class unless being used as a part of Poll Everywhere or at the instructor’s discretion. Except in emergencies, those using such devices must leave the classroom for the remainder of the class period and the class participation grade will be impacted. • Computers, smart phones, or smart watches are prohibited during examinations. At instructor’s discretion, approved calculators may be permitted for use on specific exams based on the material covered. • Electronic video and/or audio recording is not permitted during class unless the student obtains permission from the instructor. If permission is granted, any distribution of the recording is prohibited. Students with specific electronic recording accommodations authorized by the Office of Disability Services do not require instructor permission; however, the instructor must be notified of any such accommodation prior to recording. Any distribution of such recordings is prohibited.
Grade Appeals Policy:	<ul style="list-style-type: none"> • If you believe that the grade you received on an assignment or an exam was in error or unfair, you can appeal to the professor in writing within 7 calendar days after the grades are posted. The appeal should clearly state the reasons why you believe the grade to be unfair or the nature of the error. Overdue appeals will not be considered.
Student Academic Integrity:	<ul style="list-style-type: none"> • All students are required to read and abide by the Code of Student Academic Integrity. Violations of the Code of Student Academic Integrity, including plagiarism, will result in disciplinary action as provided in the Code. Definitions and examples of plagiarism are set forth in the Code. The Code is available from the Dean of Students Office or online at https://legal.uncc.edu/policies/up-407 . • Faculty may ask students to produce identification at examinations and may require students to demonstrate that graded assignments completed outside of class are their own work.
Diversity and Inclusion:	<ul style="list-style-type: none"> • The Belk College of Business strives to create an inclusive academic climate in which the dignity of all individuals is respected and maintained. Therefore, we celebrate diversity that includes, but is not limited to ability/disability, age, culture, ethnicity, gender, language, race, religion, sexual orientation, and socio-economic status.
Disability Accommodations:	<ul style="list-style-type: none"> • UNC Charlotte is committed to access to education. If you have a disability and need academic accommodations, please provide a letter of accommodation from Disability Services early in the semester. For more information on accommodations, contact the Office of Disability Services at 704-687-0040 or visit their office in Fretwell 230.
Withdrawal from Class:	<ul style="list-style-type: none"> • Students are expected to complete all courses for which they are registered at the close of the add/drop period. If you are concerned about your ability to succeed in this course, it is important to make an appointment to speak with me as soon as possible. The University policy on withdrawal allows students only a limited number of opportunities available to withdraw from courses. It is important for you to understand the financial and academic consequences that may result from course withdrawal. https://provost.uncc.edu/policies-procedures/academic-policies-and-procedures/withdrawal-and-cancellation-enrollment-policy

Incomplete Grade:	<ul style="list-style-type: none">• The grade of “I” is assigned when a student who is otherwise passing has not, due to circumstances beyond his/her control, completed all the work in the course. The missing work must be completed by the deadline specified by the instructor, and no later than 12 months. If the “I” is not removed during the specified time, a grade of F, U, or N, as appropriate is automatically assigned. The grade of “I” cannot be removed by enrolling again in the same course, and students should not re-enroll in a course in which they have been assigned the grade of “I”.
Course Change Disclaimer:	<ul style="list-style-type: none">• The standards and requirements set forth in this syllabus may be modified at any time by the course instructor. Changes will be announced in class and will also be posted online.
Copyright Ownership in Course Materials:	<ul style="list-style-type: none">• The lectures and course materials, including presentations, tests, exams, outlines, and similar materials, are protected by copyright. The instructor is the exclusive owner of copyright in those materials created by the instructor. You are encouraged to take notes and make copies of course materials for your own educational use. However, you may not, nor may you knowingly allow others to reproduce or distribute lecture notes and course materials publicly without express written consent of the instructor. This includes providing materials to commercial course material suppliers such as CourseHero and other similar services. Students who publicly distribute or display or help others publicly distribute or display copies or modified copies of an instructor's course materials may be in violation of University Policy 406, The Code of Student Responsibility. Similarly, you own copyright in your original papers and exam essays. If the instructor is interested in posting your answers or papers on the course web site, the instructor will obtain your written permission.

Tentative Course Schedule

This is a **general guideline** for the semester and **subject to change**. Updated information regarding exams, quizzes, assignments, and readings will be posted on Canvas (<https://canvas.uncc.edu/>)

Week	Dates	Class Days	Tentative Topics
1	January 9 – January 11*	WF*	<ul style="list-style-type: none"> Course Overview Introduction & Strategy – Chapter 1&2
2	January 14 – January 18	MWF	<ul style="list-style-type: none"> Introduction & Strategy – Chapter 1&2 Projects – Chapter 4
3	January 21 – January 25 University Closed January 21	WF	<ul style="list-style-type: none"> Projects – Chapter 4
4	January 28 – February 1	MWF	<ul style="list-style-type: none"> Exam Review Wednesday 1/30 – Exam 1 (Chapters 1,2,4) Manufacturing Processes – Chapter 7
5	February 4 – February 8*	MWF*	<ul style="list-style-type: none"> Manufacturing Processes – Chapter 7
6	February 11 – February 15	MWF	<ul style="list-style-type: none"> Facility Layout – Chapter 8
7	February 18 – February 22	MWF	<ul style="list-style-type: none"> Service Processes – Chapter 9
8	February 25 – March 1	MWF	<ul style="list-style-type: none"> Exam Review Wednesday 2/27 - Exam 2 (Chapter 7, 8,9) Six Sigma Quality – Chapter 12
9	March 4 – March 8	NO CLASSES	<ul style="list-style-type: none"> UNIVERSITY SPRING BREAK
10	March 11 – March 15	MWF	<ul style="list-style-type: none"> Six Sigma Quality – Chapter 12 Statistical Quality Control – Chapter 13
11	March 18 – March 22	MWF	<ul style="list-style-type: none"> Statistical Quality Control – Chapter 13 Forecasting – Chapter 18
12	March 25 – March 29	MWF	<ul style="list-style-type: none"> Forecasting – Chapter 18 Exam Review
13	April 1 – April 5	MWF	<ul style="list-style-type: none"> Monday 4/1 - Exam 3 (Chapter 12, 13, 18) Sales and Operations Planning – Chapter 19 Inventory Management – Chapter 20
14	April 8 – April 12*	MWF*	<ul style="list-style-type: none"> Inventory Management – Chapter 20 Material Requirements Planning – Chapter 21
15	April 15 – April 19	MWF	<ul style="list-style-type: none"> Material Requirements Planning – Chapter 21
16	April 22 – April 26	MWF	<ul style="list-style-type: none"> Material Requirements Planning – Chapter 21 Exam Review Friday 4/26 - Exam 4 (Chapter 19, 20, 21)
17	April 29	M	<ul style="list-style-type: none"> Review for Final Exam
	Final Exam – Section 01	Date TBD	<ul style="list-style-type: none"> Final Exam (Comprehensive) – Section 01
	Final Exam – Section 02	Date TBD	<ul style="list-style-type: none"> Final Exam (Comprehensive) – Section 02

*Due to the instructor's schedule, these class days may have a guest lecturer or an alternative instruction format:
Friday January 11, Friday February 8 and Friday April 12