



Department of Business Information Systems and Operations Management

9201 University City Boulevard, Charlotte, NC 28223-0001
 t/ 704.687.7577 f/ 704.687.1380 www.belkcollege.uncc.edu

**OPER 3100 – 001 & 002 Operations Management
 Course Syllabus – Spring 2020**

Instructor: Katrice Branner Office: Friday Building – 347A Phone: 704.687.7555 Email: kbranner@uncc.edu Office hours: MWF 10:00 – 11:00 AM or by appointment	OPER 3100 Operations Management Spring 2020 Section 001: MWF Friday 142 / 11:15 AM – 12:05 PM Section 002: MWF Friday 130 / 12:20 PM – 1:10 PM Course content: Accessible via Canvas (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.

Required Text & Materials:

(1) Operations and Supply Chain Management, 15th Edition, Chase and Jacobs, McGraw Hill ISBN: 978-1-259-66610-0

(2) Supplementary Materials: Lecture presentations, assigned readings, quizzes, and additional course materials will be posted and managed in the course section on Canvas.

(3) You must have a wifi enabled device to be able to use Poll Everywhere in this class

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.

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 applications are included where appropriate.

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.

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
-----------------------------	--

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>• Final Exam (Optional) – Can replace a previous lower exam grade</td> <td></td> </tr> <tr> <td>• Canvas Timed Quizzes</td> <td style="text-align: right;">15%</td> </tr> <tr> <td>• Attendance</td> <td style="text-align: right;">10%</td> </tr> </table> <p>Final letter grade will be calculated based on the following scale:</p> <ul style="list-style-type: none"> • A: 89.5 and above; • B: 79.5-89.4; • C: 69.5-79.4; • D: 59.5-69.4; • F: 59.4 and below. 	Component		• Exams	75%	• Final Exam (Optional) – Can replace a previous lower exam grade		• Canvas Timed Quizzes	15%	• Attendance	10%
Component											
• Exams	75%										
• Final Exam (Optional) – Can replace a previous lower exam grade											
• Canvas Timed Quizzes	15%										
• Attendance	10%										

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:

- **If you are more than 10 minutes late to the exam, you will not be allowed to enter and will receive a zero for the exam.**
- Exams are administered in class and are closed book and closed notes. **No early or make-up exams** (unless under circumstances verified and communicated to the Professor by the University's Student Assistance and Support Services (<https://sass.uncc.edu/services/absence-verification>)). Until I receive a note from SASS, I will not discuss rescheduling an exam.
- If you miss an exam, you can take the optional final exam to replace the zero for that exam. **The exam dates are posted on the syllabus prior to the first day of class, so plan accordingly.** Do not ask to make up an exam or take an exam early due to interviews, vacations, or other personal events. **Students can replace a lower exam grade or a missed exam with the optional final exam.**
- 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.

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. **NO extra attempts** on quizzes are offered due to claims of technical difficulties without documented troubleshooting from the Canvas help desk.
-

Class Attendance:

- Consistent class attendance is a strong predictor of academic success. If you earn an F or U grade, your last date of attendance will be reported. This may require you to pay back any financial aid money received for this course.
- Class attendance will be **graded on selected days** throughout the semester. Of the randomly selected days that are graded, 3 absences are allowed each semester before your class attendance grade is impacted. **Students do not need to let the instructor know ahead of time of absences due to interviews, campus events, etc. since 3 of the graded absences are dropped each semester to take into account these types of events. Only absences verified and communicated to the Professor by the University's Student Assistance and Support Services will be excused.** <https://sass.uncc.edu/services/absence-verification>
- Students are expected to attend every class and remain in class for the duration of the session. **Arriving late to class or leaving early without prior permission from the instructor will lower your class attendance grade and your ability to achieve course objectives.** 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 attendance 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 attendance – 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 arguments 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 the knowledge and/or permission of the instructor.
 - **Do not email the instructor a copy and paste of quiz questions, canvas screenshots, or discussion questions from Canvas or other sources.** If you have questions, see the instructor in person during office hours or by appointment.
-

Electronic Devices in Class:	<ul style="list-style-type: none"> • The use of cell phones, smartphones, 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 attendance grade will be impacted. • Computers, smartphones, or smartwatches are prohibited during examinations. At the 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.

OPER 3100 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/>)

Note: The quizzes are not listed below, please see Canvas for quiz day and times.

	Monday	Wednesday	Friday	Key Information	OPER 3100 - Tentative Topics
Week 1		01/08/20	01/10/20		Course Overview Chapter 1 Introduction and Strategy
Week 2	01/13/20	01/15/20	01/17/20	1/15 Last day to add or drop a course	Chapter 2 - Strategy Chapter 4 - Project Management
Week 3	01/20/20	01/22/20	01/24/20	1/20 MLK Day - No Class	Chapter 4 - Project Management
Week 4	01/27/20	01/29/20	01/31/20		Chapter 4 - Project Management Friday 1/31 - Exam 1 (Chapters 1,2,4)
Week 5	02/03/20	02/05/20	02/07/20		Chapter 7 - Manufacturing Processes
Week 6	02/10/20	02/12/20	02/14/20		Chapter 8 - Facility Layout
Week 7	02/17/20	02/19/20	02/21/20		Chapter 9 - Service Processes Friday 2/21 - Exam 2 (Chapters 7,8,9)
Week 8	02/24/20	02/26/20	02/28/20		Chapter 12 - Six Sigma
Week 9	03/02/20	03/04/20	03/06/20	Spring Break March 2 - 7 No Classes	No Classes
Week 10	03/09/20	03/11/20	03/13/20		Chapter 12 - Six Sigma Chapter 13 - Statistical Quality Control
Week 11	03/16/20	03/18/20	03/20/20		Chapter 18 - Forecasting
Week 12	03/23/20	03/25/20	03/27/20		Chapter 18 - Forecasting Friday 3/27 - Exam 3 (Chapters 12,13,18)
Week 13	03/30/20	04/01/20	04/03/20		Chapter 19 - Sales & Operations Planning Chapter 20 - Inventory Management
Week 14	04/06/20	04/08/20	04/10/20	4/10 Good Friday - No Classes	Chapter 20 - Inventory Management
Week 15	04/13/20	04/15/20	04/17/20		Chapter 21 - Materials Requirements Planning
Week 16	04/20/20	04/22/20	04/24/19		Chapter 21 - Materials Requirements Planning Course Wrap-up
Week 17	04/27/20				Monday 4/27 Exam 4 (Chapters 19,20,21)