Instructor: Neal Parker  
Office: Friday 272C  
Office hours: Monday & Wednesday 2:00-3:00 and By Appointment  
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Email: niparker@uncc.edu

Catalog Course Description: OPER 3100. Operations Management. (3) Prerequisites: MATH 1120, STAT 1220, ACCT 2121, 2122; ECON 2101, 2102; INFO 2130; junior standing. 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.

General Objectives: 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.

Student Learning Objectives/Outcomes:
- Understanding the importance of operations management in the decision making process.
- Familiarization of various production processes and service systems.
- Ability of quantitative analysis of problems arising in the management of operations.

Text and Materials:
- Notes, etc. are on Moodle.
- Bring a calculator to each class. Space permitting, laptop computers are also allowed in the class except during exams.

Use of Moodle: All lecture notes, suggested assignments, solutions, grades, and updated information regarding the class will be posted on Moodle. It’s each student’s responsibility to check Moodle frequently and report anything that does not match your own record (e.g., missing or wrong grade) within SEVEN calendar days since the date the information was posted. Occasionally, there will be a file on Moodle called “Bring_Me_To_Class.pdf” – Print a copy of this file and bring it to class with you.

Class participation: I expect every student to study the textbook and other posted materials (notes, solutions, etc.) prior to each session. Students should be prepared to answer questions on the "current" topic.

Attendance Policy: Class attendance is not mandatory. There are a couple of good reasons to attend all classes:
- Some topics discussed in the classroom are not covered adequately in the textbook, thus the instructor will present alternative and better approaches.
- Historically, those who skip the class tend to make less than their target grades.
- Good attendance and participation may impact your final grade.
- The instructor may refuse to answer questions due to absenteeism. A student that misses a class is responsible for obtaining any needed information (e.g., notes, announcements) from fellow students.
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.

Class Conduct: Disruptive behavior includes but is not limited to, side conversations between two or more students during lecture, 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. Disruptive behavior will not be tolerated. Please keep all electronic and telecom equipment such as cell phones, beepers, etc. on “silent” mode during class.

Assignments: Students are expected to do all the suggested assignments, as the effort expended in the assignment is usually reflected in performance on the exams.

Quiz Grades: Bonus quizzes may appear from time to time

Examinations: There are three exams in the course. All exams are closed book and notes. However, as needed a formula sheet and necessary tables will be provided for certain exams. A Scantron form will be provided for each exam.

Make-up Exam Policy: The final exam period will be used as a make-up exam. This final exam will be cumulative and comprehensive. The final exam will replace your lowest (a zero in the case of a missed exam) exam grade. If you are dissatisfied with one of your exam grades, you are welcome to take the final.

Miscellaneous:
- The instructor reserves the right to change the course outline, and the course contents.
- The instructor will keep all exams. Students who fail to turn in the exam papers in class after reviewing the exam will get a zero grade for the exam.
- You should be prepared to show photo identification prior to turning in an exam.
- Scantron forms that do not have the student’s ID number (i.e. 800123987) or have the wrong ID number (a SSN or TID is NOT acceptable) or that have been damaged so as to be made unreadable (i.e. torn, folded, wrinkled, etc.) will cause a significant delay in the score being reported to the student or a score of zero being assigned.
- Use your UNCC email to send messages. Students report that their messages are regularly blocked by firewalls. Messages from uncc.edu have my highest priority in the Inbox.

Grading:

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Weightage</th>
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</thead>
<tbody>
<tr>
<td>Exam 1</td>
<td>33.3%</td>
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<tr>
<td>Exam 2</td>
<td>33.3%</td>
</tr>
<tr>
<td>Exam 3</td>
<td>33.3%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>(Make-up / Replacement)</td>
</tr>
<tr>
<td>Attendance, Homework, Participation, Quizzes</td>
<td>(+ Bonus)</td>
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</tbody>
</table>

Grading Scale:

- A = 100 – 90
- B =  89 – 80
- C =  79 – 70
- D =  69 – 60
- F =  59 – 0
The Fine Print: University Policies

Withdrawal from Class:
The administration of this institution has set deadlines for withdrawal of any college-level courses. These dates and times are published in that semester's course catalog. Administration procedures must be followed. It is the student's responsibility to handle withdrawal requirements from any class. You must complete the proper paperwork to ensure that you will not receive a final grade of "F" in a course if you choose not to attend the class once you are enrolled. The deadline to withdraw from a course and retain other courses is October 31, 2011.

Incomplete Grade Policy:
As per [university policy], incomplete grades will be granted 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 or during the next semester (fall or spring) in residence, but no later than 12 months after the term in which the I was assigned, whichever comes first. 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.

Statement on Diversity:
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.

Academic honesty/integrity:
[THE UNC CHARLOTTE CODE OF STUDENT ACADEMIC INTEGRITY] governs the responsibility of students to maintain integrity in academic work, defines violations of the standards, describes procedures for handling alleged violations of the standards, and lists the applicable penalties. The following is a list of prohibited conduct in that Code as violating these standards: A) Cheating; B) Fabrication and Falsification; C) Multiple Submission; D) Plagiarism; E) Abuse of Academic Materials; and F) Complicity in Academic Dishonesty. For more detail and clarification on these items and on academic integrity, students are strongly advised to read the current "[UNCC undergraduate and graduate catalog]."
## Tentative Course Outline/Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Chapter (13th Edition)</th>
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</thead>
<tbody>
<tr>
<td>1/9</td>
<td>Introduction to OM &amp; Productivity Measurement</td>
<td>Ch1 &amp; Ch2</td>
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<tr>
<td>1/11</td>
<td>Manufacturing Process Selection &amp; Design</td>
<td>Ch6 &amp; Ch6A</td>
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<tr>
<td>1/16</td>
<td>Holiday – No Class</td>
<td>University Closed</td>
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<tr>
<td>1/18</td>
<td>Facility Layout</td>
<td>Ch6 &amp; Ch6A</td>
</tr>
<tr>
<td>1/23</td>
<td>Facility Layout</td>
<td>Ch6 &amp; Ch6A</td>
</tr>
<tr>
<td>1/25</td>
<td>Service Process Selection &amp; Design</td>
<td>Ch7</td>
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<tr>
<td>1/30</td>
<td>Project Management</td>
<td>Ch10</td>
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<tr>
<td>2/1</td>
<td>Project Management</td>
<td>Ch10</td>
</tr>
<tr>
<td>2/6</td>
<td>Project Management</td>
<td>Ch10</td>
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<tr>
<td>2/8</td>
<td>Catch-up &amp; Review</td>
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<tr>
<td>2/13</td>
<td>EXAM 1</td>
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<tr>
<td>2/15</td>
<td>Quality Management</td>
<td>Ch9</td>
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<tr>
<td>2/20</td>
<td>Process Capacity &amp; Statistical Quality Control</td>
<td>Ch9A</td>
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<td>2/22</td>
<td>Process Capacity &amp; Statistical Quality Control</td>
<td>Ch9A</td>
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<tr>
<td>2/27</td>
<td>Process Capacity &amp; Statistical Quality Control</td>
<td>Ch9A</td>
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<tr>
<td>2/29</td>
<td>Supply Chain Strategy</td>
<td>Ch11 &amp; Ch12</td>
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<tr>
<td>3/5</td>
<td>Spring Break</td>
<td>University Closed</td>
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<tr>
<td>3/7</td>
<td>Spring Break</td>
<td>University Closed</td>
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<td>3/12</td>
<td>Forecasting</td>
<td>Ch15</td>
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<td>3/14</td>
<td>Forecasting</td>
<td>Ch15</td>
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<td>3/19</td>
<td>Aggregate Sales &amp; Operations Planning</td>
<td>Ch16</td>
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<td>3/21</td>
<td>Catch-up &amp; Review</td>
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<td>3/26</td>
<td>EXAM 2</td>
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<td>3/28</td>
<td>Operations Scheduling</td>
<td>Ch19</td>
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<td>4/2</td>
<td>Operations Scheduling</td>
<td>Ch19</td>
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<tr>
<td>4/4</td>
<td>Inventory Control</td>
<td>Ch17</td>
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<td>4/9</td>
<td>Inventory Control</td>
<td>Ch17</td>
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<tr>
<td>4/11</td>
<td>Inventory Control</td>
<td>Ch17</td>
</tr>
<tr>
<td>4/16</td>
<td>Inventory Control</td>
<td>Ch17</td>
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<tr>
<td>4/18</td>
<td>Material Requirement Planning</td>
<td>Ch18</td>
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<tr>
<td>4/23</td>
<td>Material Requirement Planning</td>
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<tr>
<td>4/25</td>
<td>Catch-up &amp; Review</td>
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<td>4/30</td>
<td>EXAM 3</td>
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<tr>
<td>TBA</td>
<td>FINAL EXAM (Make-up Exam)</td>
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### Important Dates:
- Tuition & Fees due: 01/04/2012
- Grade Replacement forms due: 01/19/2012
- End of “Drop/Add” or change grade type (i.e. P/NC or Audit) via web: 01/19/2012
- Deadline to withdraw from a course and retain other courses: 03/19/2012
- Deadline to withdraw from all courses with “W” grade: 04/09/2012

*Note: All dates subject to change. Updates will be announced via email and Moodle.*