OPER 3100 - 004
Operations Management
Spring 2013

INSTRUCTOR: Dr. Sungjune Park
OFFICE: 353B Friday
PHONE: 687-7628
OFFICE HOURS: Tue & Thu 12:20pm – 1:50pm and by appointment
EMAIL: supark@uncc.edu

COURSE 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.

Prerequisites: ACCT 2121, 2122; ECON 2101, 2102; INFO 2130; MATH 1120; and STAT 1220 with grades of C or above; Junior standing.

LEARNING OBJECTIVES/OUTCOMES

1. Understanding the importance of operations 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.

REQUIRED MATERIALS

2. Notes, etc on Moodle
3. Bring a calculator to each class. Space permitting laptop computers are also allowed in the class except during exams.

ATTENDANCE POLICY

Students are expected to attend all classes, arrive on time and remain the entire class period. Arriving late or leaving early will be considered an unexcused absence. Attendance will be taken at each class and will be considered when making borderline grade decisions. Students with two or less unexcused absences will be better
positioned for favorable outcomes in those borderline situations than students with more absences. Besides, there are a number 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.
- extra credit opportunities such as pop quizzes and homework assignments will be announced in class.
- historically, those who skip the class tend to make less than their target grades.
- the instructor refuses 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.

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. If I am late in arriving to class, you must wait a full 20 minutes after the start of class before you may leave without being counted absent, or you must follow any written instructions I may give you about my anticipated tardiness.

CLASS PARTICIPATION

I expect every student to STUDY the textbook and other posted materials (notes, solutions, etc.) PRIOR TO EACH CLASS session. Students must be prepared to answer questions on the "current" topic.

STUDENT WORKLOAD

This 3-credit course requires three hours of classroom or direct faculty instruction and six hours of out-of-class student work each week for approximately 15 weeks. Out-of-class work may include but is not limited to: required reading, library research, written assignments, and studying for quizzes and exams.

ASSIGNMENTS AND QUIZZES

Students are expected to do all the suggested problems posted on Moodle. Specific homework assignments may be announced, collected and graded to give you extra credits in place of pop quizzes. Students must be prepared always for pop quizzes, most of which will be announced. Students must bring a calculator to each class. No extra credit opportunities will be provided after the final exam has been administered. Extra credits cannot exceed 5 pts.

GRADING

Three exams and a comprehensive final exam will be used to determine the final course grade.
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<tr>
<th>Course Average</th>
<th>Grade</th>
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<tr>
<td>90% and above</td>
<td>A</td>
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<td>80% to less than 90%</td>
<td>B</td>
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<td>70% to less than 80%</td>
<td>C</td>
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<td>60% to less than 70%</td>
<td>D</td>
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<td>Less than 60%</td>
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The last day to withdraw from a course and retain other courses is 3/21/13.

**EXAMS**

Exam dates (Feb 14, Mar 28, Apr 30, & May 7) are fixed unless there is an unexpected event such as university closing. Therefore, students who have a conflict with the exam schedule must contact the instructor **within the first two weeks of the semester**.

You can take all four exams including the comprehensive final exam and drop one with the lowest grade. The option of dropping one exam is given to you considering the situation such as bad condition due to an illness, unavoidable business or family travels, abrupt car break-downs, and so on, at the time of an exam. Thus, there will be *no early or make-up exams*. There is no reason for you not to take one of the first three exams because you never know what might happen on later exam dates.

Exams are **closed** book and notes when they are administered in class. The instructor will keep all exams. However, exam reviews are available during office hours or by appointment for 10 days after exam grades are posted. All exam grades will be posted on Moodle.

**INCOMPLETE GRADE POLICY**

The incomplete is not based solely on a student’s failure to complete work or as a means of raising his/her grade by doing additional work after the grade report time. An incomplete grade can be given when a student has a serious medical problem or other extenuating circumstance that legitimately prevents completion of required work by the due date. In any case, the student's work to date should be passing, and the student should provide proper written proof (e.g., a doctor's note), in order to get an 'I' grade.

**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 (e.g., gaming, web browsing, or texting). Disruptive behavior will NOT BE TOLERATED. If a student shows disruptive behavior after a warning, that student will be asked to leave class permanently and there will be a grade reduction.
Students are permitted to use computers during class for **note-taking and other class-related work only**. Those using computers during class for work not related to that class must leave the classroom for the remainder of the class period.

**ACADEMIC 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 "UNC Charlotte undergraduate and graduate catalog."

The instructor 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.

**DISABILITY ACCOMMODATIONS**

If you have a disability that qualifies you for academic accommodations, please provide a letter of accommodation from the Office of Disability Services in the beginning of the semester. For more information regarding accommodations, please contact the Office of Disability Services at 704-687-4355 or stop by their office in 230 Fretwell.

**COURSE SCHEDULE**

Up-to-date course schedule will be available in Moodle. Important announcements, specific policies regarding exams, etc. are also available in Moodle. It is student's responsibility to be aware of any changes in the course schedule, course contents, and course policies by visiting Moodle regularly.

*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.*