

## **OPER 3100: OPERATIONS MANAGEMENT**

**Spring 2019, Section 004**

**(M & W 12:20 – 1:10 PM @ Friday 142)**

### **Instructor Information:**

Dr. Benywarath “Yaa” Nithithanatchinnapat

Office: Friday 347

Office Hours:

Main Campus: MW 11am-12pm; F 10am-12pm

Center City: Th 4-5pm

Office Phone: 704-6871988

Email: bnithith@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 application 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 and supply chain 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:**

- Textbook: Operations and Supply Chain Management, 15th edition, by Jacobs & Chase, McGraw-Hill/Irwin, 2017. ISBN: 1259666107.

- Notes, etc. are on the Canvas. You may access UNCC Canvas from your 49er Express or direct access at: <http://canvas.uncc.edu/>. Notes, practice questions, grades, and updated information regarding the class will be posted on Canvas. It's each student's responsibility to check Canvas frequently and report anything that does not match your own record within seven calendar days since the date the information was posted.
- Bring a calculator to each class. Space permitting laptop computers are also allowed in the class except during exams.
- Note: You are required to access regularly the Canvas class web site and in particular, before each class. In addition to containing helpful information, Canvas will be used to communicate information on assignments, changes to the syllabus, and other announcements of general interest.

### Grading:

| Assignment | Individual / Group  | Percent Toward Final Grade   |
|------------|---|--|
| Exams      | Individual (in-class)   | 5 @ 16.2% = 81%<br>(6 exams are available, 1 lowest will be dropped) |
| Quizzes    | Individual<br>(open-book, open-note, outside of class)                  | 10 @ 1%<br>(12 quizzes are available, 2 lowest will be dropped)      |
| Exercise   | Individual / Group<br>(open-book, open-note, both outside and in-class) | 9 @ 1%<br>(10 are available, 1 lowest will be dropped)               |

The letter grade will be assigned based on the UNCC's Undergraduate Grading Scheme

- A = 90% and above
- B = 80% to less than 90%
- C = 70% to less than 80%
- D = 60% to less than 70%
- F = Less than 60%

### Assignments

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

**Quizzes:** There are 12 quizzes. Each quiz will only be available at Canvas for three days period. If you miss the time, you will get a grade of zero for that quiz. Two lowest quizzes will be dropped. Quizzes account for 10% of overall grade. Question types are multiple choices and true/false. There is no make-up quiz since each quiz will be opened for **three day** and each student get **two** attempts. After the first attempt, students will see the questions they answered incorrectly. The key will be posted after the quiz is closed.

**Examinations:** There are five exams and one optional comprehensive final exam. All exams are in-class exams. Question types are multiple choices and true/false. You may choose not to take the comprehensive final. In such a case, the average of your first three exam grades (each accounts for 16.2%) will be used to calculate your final letter grade. If you take the comprehensive final, then ONE lowest grade among your four exam grades (including the final exam grade) will be dropped.

### **Make-Up Assignment Policy**

Make-up assignment will be granted for each student if you have a valid excuse (illness, work, emergence, etc.). You need to provide the relevant documentation to be allowed to take the makeup exam. If you have conflict schedule, please let me know at least two weeks in advance to take the exam early. With an unexcused absence from an exam (e.g., car doesn't start, family get-together, serious personal problem) will be allowed to take the make-up exams, but will receive up to 80% of what is actually earned. All exams are closed book and notes. However, as needed a formula sheet will be provided. A calculator is required for each exam. The use of laptops, cell phones or other electronic devices during an exam is not allowed. 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.

Note: The 10 In-Class Assignments and 12 Quizzes are low-stake assignment that would help you to prep for the exams.

**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.

**Attendance Policy:** Class attendance is required. 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 may enter 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. If necessary, I will amend the syllabus and grading policy to penalize individuals that exhibit disruptive behavior. Please keep all electronic and telecom equipment such as cell phones, laptops, etc. on “silent” mode during class.

**Canvas Gradebook:**

Default grades of all assignments are set to zero after the due date.

**Reporting of Unsatisfactory Grade:**

**Early Alert & Mid-Term Grade** – It’s a University’s policy that the instructor of OPER-3100 course report grade risk around the end of week 4 (Early Alert) and week 8 (mid-term grade).

Unsatisfactory midterm grade (D or F) will be based on midterm exam 1’s grade and the two quizzes.

Early Alert (D or F) will be based on quizzes 1 and 2.

The academic advisors might contact you to offer you help if you were reported.

**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. In other words, I cannot drop or withdraw any student. You must do 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 last day to withdraw from a course with a 'W' grade and retain other courses is March 19, 2019. Please check all important dates at <https://registrar.uncc.edu/printable-calendar>.

**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.

**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 catalog."

***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.***

***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 at Fretwell 230.***

### Tentative Schedule

| Week | Date    | Day       | Topic  |
|------|---------|-----------|--|
| 1    | 1/9/19  | Wednesday | Syllabus & Course Overview   |
| 1    | 1/11/19 | Friday    | free   |
| 2    | 1/14/19 | Monday    | Ch. 1 & 2 Introduction to OSCM<br>Productivity and Process capacity<br>Exercise #1   |
| 2    | 1/16/19 | Wednesday | Ch. 4 Project Management   |
| 2    | 1/18/19 | Friday    | Quiz 1: Ch 1 & 2<br>Video: What is Operations Management?<br><a href="http://www.viddler.com/embed/7042139e/?f=1&amp;player=arpeggio&amp;secret=69515110&amp;make_responsive=0">http://www.viddler.com/embed/7042139e/?f=1&amp;player=arpeggio&amp;secret=69515110&amp;make_responsive=0</a> |
| 3    | 1/21/19 | Monday    | Dr. Martin Luther King Jr. Day -University Closed  |
| 3    | 1/23/19 | Wednesday | Ch. 4 Project Management<br>Quiz 2: Ch. 4  |
| 3    | 1/25/19 | Friday    | Video: Project management at Six Flags, New Jersey<br>Process System Improvement: Strategy and Planning featuring Gortrac  |
| 4    | 1/28/19 | Monday    | Exam 1 Review: Quiz keys   |

| <b>Week</b> | <b>Date</b> | <b>Day</b> | <b>Topic</b>   |
|-------------|-------------|------------|--|
| 4           | 1/30/19     | Wednesday  | Exam 1: Ch. 1, 2, 4  |
| 4           | 2/1/19      | Friday     | Videos:<br>Manufacturing processes<br>The Product-Process Matrix<br>The Service System Design Matrix |
| 5           | 2/4/19      | Monday     | Ch. 7 Process Selection<br>Ch. 8 Facility Layout   |
| 5           | 2/6/19      | Wednesday  | Ch. 8 Facility Layout<br>Ch. 9 Service Processes   |
| 5           | 2/8/19      | Friday     | Quizzes 3-5 (correspond to Ch. 7, 8, 9 respectively)   |
| 6           | 2/11/19     | Monday     | Exam 2 Review  |
| 6           | 2/13/19     | Wednesday  | Exam 2: Ch. 7, 8, 9  |
| 6           | 2/15/19     | Friday     | TBD  |
| 7           | 2/18/19     | Monday     | Ch. 12, Ch. 13   |
| 7           | 2/20/19     | Wednesday  | Ch. 13   |
| 7           | 2/22/19     | Friday     | TBD  |
| 8           | 2/25/19     | Monday     | Review for Exam 3  |
| 8           | 2/27/19     | Wednesday  | Exam 3: Ch. 12, 13   |
| 8           | 3/1/19      | Friday     | TBD  |
| 9           | 3/4/19      | Monday     | Spring Recess - No Classes<br>Fall 2019 Schedule of Classes available on the web                     |
| 9           | 3/6/19      | Wednesday  | Spring Break   |
| 9           | 3/8/19      | Friday     | Spring Break   |
| 10          | 3/11/19     | Monday     | Ch. 18 Forecasting   |

| <b>Week</b> | <b>Date</b> | <b>Day</b> | <b>Topic</b>   |
|-------------|-------------|------------|--|
| 10          | 3/13/19     | Wednesday  | Ch. 18 Forecasting   |
| 10          | 3/15/19     | Friday     | TBD  |
| 11          | 3/18/19     | Monday     | Ch. 19 Capacity Planning                                     |
| 11          | 3/20/19     | Wednesday  | Ch. 19 Capacity Planning                                     |
| 11          | 3/22/19     | Friday     | TBD  |
| 12          | 3/25/19     | Monday     | Review for Exam 4  |
| 12          | 3/27/19     | Wednesday  | Exam 4: Ch. 18, 19   |
| 12          | 3/29/19     | Friday     | TBD  |
| 13          | 4/1/19      | Monday     | Ch. 20 Inventory Management                                  |
| 13          | 4/3/19      | Wednesday  | Ch. 20 Inventory Management                                  |
| 13          | 4/5/19      | Friday     | TBD  |
| 14          | 4/8/19      | Monday     | Ch. 21 MRP   |
| 14          | 4/10/19     | Wednesday  | Ch. 10 Waiting Line Management                               |
| 14          | 4/12/19     | Friday     | TBD  |
| 15          | 4/15/19     | Monday     | Review for Exam 5  |
| 15          | 4/17/19     | Wednesday  | Exam 5: Ch. 20, 21, 10                                       |
| 15          | 4/19/19     | Friday     | Spring Weekend - No Classes                                  |
| 16          | 4/22/19     | Monday     | buffer - severe weather, class cancellation, or makeup exams |
| 16          | 4/24/19     | Wednesday  | buffer - severe weather, class cancellation, or makeup exams |
| 16          | 4/26/19     | Friday     | TBD  |

| <b>Week</b> | <b>Date</b> | <b>Day</b> | <b>Topic</b>   |
|-------------|-------------|------------|--|
| 17          | 4/29/19     | Monday     | Review - optional final exam<br>The final exam date is to be announced by the Registrar. |
| 17          | 5/1/19      | Wednesday  | Reading Day  |