OPER 3100 Operations Management – Spring 2020
Last Update: January 7, 2020

Section:
005 MW 02:30pm – 03:45pm Friday 128 (Face-to-Face)

Course content: Accessible via Canvas (https://uncc.instructure.com)

Instructor:
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Office Phone: 704-678-1988 (please call during office hours)
Office Hours: MW 10:30-12:00pm (main campus); Th 4:30-5:30pm (City Center)

Communication: Email is preferred, and I normally apply within 24 hours if I can identify a student's section. In the email's subject line, please start with section number, e.g., OPER3100-003.

Syllabus: This document contains the policies and expectations established for this course. Be sure to 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. The standards and requirements set forth in this syllabus may be modified at any time by the instructor. Notice of such changes will be by announcement in class and/or by changes to this syllabus posted on the course Canvas website.

Communication and Email Policy: Please use the email address specified above for electronic communication. Responses to student emails will typically occur within 24 hours or less. **When emailing the instructor or graduate assistants, proper subject lines containing your course and section number are required (Example: OPER 3100 003). Messages missing proper subject lines will be deleted for security reasons.**

Text and Materials:
(1) Operations & Supply Chain Management, 15th Edition, Jacobs & Chase, 2018, ISBN: 9781259666100 (both printed and eBook are available at the UTCC Bookstore)
(2) Supplementary Materials: Presentations, recorded lectures, practice problems/solutions, grades, and updated information regarding the course will be posted on Canvas.
(3) Bring a calculator to each class. Space permitting laptop computers are also allowed in the class except during exam times.

Students will be expected to self-study posted materials on Canvas prior to each class session. Topics will be introduced to students online in the form of presentations and lecture recordings, while class time will be reserved for the review of topic materials and working-out associated problems. The curriculum covered in this course is largely quantitative in nature, therefore it is strongly recommended that students continuously practice problems related to the covered chapters to properly prepare for quizzes and examinations.

Prerequisites: MATH 1120; STAT 1220; ACCT 2121, 2122; ECON 2101, 2102; INFO2130; Junior Standing.

Catalog Description:
An 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 Objectives:
The operations function involves managing the activities and resources necessary to make products and/or provide services to customers. 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/statistical modeling. This class provides a working understanding of the models and techniques useful in operations management. Examining selected problem areas and widely recognized modeling approaches for dealing with them will build students understanding and foundation of such techniques. Specific student learning objectives include, but are not limited to:

      (1) Schedule projects using critical path method and project evaluation/review techniques.
      (2) Applying appropriate forecasting models to measure forecasting accuracy.
      (3) Compare the effectiveness of various aggregate sale and operations planning strategies.
      (4) Select and apply appropriate inventory models for various inventory management systems.
      (5) Use the materials requirements planning methodology to develop productions plans.
      (6) Apply statistical tools to develop and interpret quality control charts.
      (7) Apply different techniques for operations and work center scheduling.

Grading:
Exams: Five semester exams and a cumulative final will be administered. The lowest of the six exam grades will be dropped for a total of five exam grades being used in the final grade calculation. Each exam worth 100 points. Students may choose to take all six exams and drop the lowest. The cumulative final exam is optional for any student with a course average greater than or equal to points. Any student with a course average below a C (less than 350 points) at the end of the semester is required to take the cumulative final.

The final course grade will be calculated based on the following scale; no additional rounding will occur.

Letter Grade	Points
A	450 - 500
B	400 - 449
C	350 - 399
D	300 - 349
F	Less than 300

Exams are closed book and notes, no exceptions. Applicable formulas will be provided for all quizzes and exams. Exams are a form of intellectual property belonging to those who create them. Therefore, the exam materials must remain in the instructor's possession or control. Exams may not be taken outside of the lecture hall or copied for any reason. Failure to return an exam after taking or reviewing it or removing an exam from my presence at any time or copying an exam will be considered theft of intellectual property. Such action will result in an exam grade of zero and may warrant further disciplinary action.

- A calculator will be required for completion of several problems on exams.
- Students can use a basic four-function, scientific or financial calculator.
- Mobile devices including phones, tablets, laptops and smart watches cannot be used during the exam as calculators, or for any other purpose, and must be kept in your bags/pockets during the exam period.

- Applicable formulas and distribution tables will be provided in the exam booklet. Personal formula and distribution table sheets are no permitted.
- Any evidence of cheating, a violation of the exam procedure policies or any general violation of the academic integrity code will result in an exam grade of zero and the incident will be escalated to the Academic Integrity Review Board.

Should a student miss an exam as a result of missing a class, that student will receive a grade of zero for that exam, by default that grade will be dropped, and the student will be required to take the cumulative final exam. Make-up exam accommodations will only be provided under rare circumstances and require proper documentation. Proper documentation may take the form of (1) a written notice from the Dean of Students office, (2) a medical excuse provided by a board-certified physician or comparable medical professional, or (3) a written excuse provided by a current university faculty/staff member. If an excuse is approved before the date of the examination (proper documentation required) then the student will be scheduled to take the make-up exam within three school days (M-F).

Posting grades: Students will have access to their exam grades via Canvas. The course grades posted on Canvas are for informational purposes only. The official overall grade is computed and kept in the instructor's grade book. Students can use the grades posted on Canvas and the rubric shown above to calculate their current course grade. To ensure information privacy, student grade details cannot be discussed via email.

Suggested Problems: Students are expected to complete all the suggested chapter problems. **Practicing and solving the problem sets are the best way to learn and prepare for the exams.** Solutions to the suggested problems will be provided.

<u>Policies</u>
Attendance & Participation Policy: Students are expected to attend punctually all scheduled class sessions (including lectures, labs, quizzes, examinations and presentations), demonstrate civil behavior while in class, and to complete all of course requirements. Attendance may be taken at any time, during any class, via open-roll call or Poll-Everywhere. Class attendance is highly correlated with learning the material and performing well on the course assignments and examinations.

Note that (1) some topics discussed in the classroom are not covered adequately in the textbook, thus the instructor will present alternative approaches, and (2) historically, those who skip the class tend to make less than their target grades and (3) 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, assignments, etc.) from fellow students. **Students are expected to contribute to the active class discussions.**

Class Preparation: Students are expected to study the textbook and other posted materials (notes, presentations, etc.) **prior to each respective lecture.** Additionally, students must be prepared to intelligently contribute to active class discussions and answer questions related to the current topics.

Class Cancellation: If I am unable to attend class or the University is closed unexpectedly, assume the material will be moved forward to the next meeting unless otherwise specified.

Assignments Policy: 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. **Late assignments are not accepted, no exceptions.**

You must complete each individual assignment/quiz on your own. Any sharing or collaboration between students will be considered a violation of the Academic Integrity Code and will result at a minimum in a grade of zero for the assignment with a possibility for further disciplinary action.

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 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.

Religious Accommodation for Students: The University of North Carolina at Charlotte is committed to diversity, nondiscrimination and inclusiveness, and to supporting its students, regardless of religious affiliation or non-affiliation, in accordance with state and federal laws and regulations. As part of this commitment, the University makes good faith efforts to accommodate a student's religious practice or belief, unless such accommodation would create undue hardship. Details associated with this policy can be found by visiting https://legal.uncc.edu/policies/up-409.

Miscellaneous:

- The instructor reserves the right to change the course outline, and the course contents.
- There will be no extra credit offered for any individual student during the semester.
- The instructor will keep all exams; students are permitted to review during office hours.
- All electronic & mobile devices such as cell phones, laptops, tablets, etc. must be kept silent during lecture sessions and are not permitted at any time during exam periods.

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.

Disability Services Accommodations:
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.

Adverse Weather Policies:
The University's Adverse Weather Policy (University Policy 701; http://legal.uncc.edu/policies/up-701) states that, without exceptions, the University is open unless the Chancellor (or Chancellor's delegate) announces that the University is closed. Faculty are required to follow the procedures outlined in the policy. The University's inclement weather number is 704-687-1900.

Tentative Course Schedule *(Refer to Detailed Schedule Available on Canvas)*

Week	Day	Date	Topics	Chapters
1	Wed	1/8	Course Introduction	
2	Mon	1/13	Productivity, Process Analysis	1, 2
2	Wed	1/15	Project Management	4
3	Mon	1/20	Dr. Martin Luther King Jr. Day -University Closed	
3	Wed	1/22	Project Management	4
4	Mon	1/27	Exam 1	1, 2, 4
4	Wed	1/29	Process Selection and Facilities Layout	7, 8
5	Mon	2/3	Forecasting	18
5	Wed	2/5	Forecasting	18
6	Mon	2/10	Forecasting Regression	18
6	Wed	2/12	Forecasting Regression	18
7	Mon	2/17	Exam 2	7, 8, 18
7	Wed	2/19	Aggregate Sales Planning	19
8	Mon	2/24	Aggregate Sales Planning	19
8	Wed	2/26	Aggregate Sales Planning	19
9	Mon	3/2		
9	Wed	3/4	Spring Recess - No Classes	
10	Mon	3/9	Inventory Management	20
10	Wed	3/11	Inventory Management	20
11	Mon	3/16	Exam 3	19, 20
11	Wed	3/18	Materials Requirements Planning	21
12	Mon	3/23	Materials Requirements Planning	21
12	Wed	3/25	Materials Requirements Planning	21
13	Mon	3/30	Exam 4	21
13	Wed	4/1	Quality Management - Six Sigma Quality	12
14	Mon	4/6	Process Capability & Statistical Quality Control	13
14	Wed	4/8	Process Capability & Statistical Quality Control	13
15	Mon	4/13	Process Capability & Statistical Quality Control	13
15	Wed	4/15	Process Capability & Statistical Quality Control	13
16	Mon	4/20	Exam 5	12, 13
16	Wed	4/22	Final exam preparation	
17	Mon	4/27	Final exam preparation	
17	Wed	4/29	Reading Day	
18	Mon	5/4	Final Examinations	
18	Wed	5/6	The date of the optional final is TBD	
19	Mon	5/11	Grades due by noon	