

OPER 3100: OPERATIONS MANAGEMENT

Spring 2019, Section 007

(Tue. & Thur. 11:30 am–12:45 pm – EPIC 1249)

Instructor: Dr. Jing Zhou

Office: Friday 350A

Office hours: Tuesdays and Thursdays 1:15pm--2:15pm and 4pm--4:30pm, or by appointment.

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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: 978-1259666100.
- Notes, etc. are on the Canvas.
- Bring a calculator to each class. Space permitting laptop computers are also allowed in the class except during exams.

Use of Canvas: You may access UNCC Canvas from My UNC Charlotte (<https://my.uncc.edu/>) or direct type [canvas.uncc.edu/](https://my.uncc.edu/). All lecture notes, quizzes, suggested assignments, practice questions, solutions, 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 (e.g., missing or wrong grade) within SEVEN calendar days since the date the information was posted.

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. If you are not able to make the class, please email me BEFORE the class and specify the reasons. 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 (this is bonus points, up to 2pts).**
- 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.

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 nine quizzes. Each quiz will only be available at Canvas for a specific time period. If you miss the time, you will get a grade of zero for that quiz. One lowest quiz may be dropped. Quizzes account for 10% of overall grade.

Examinations: There are three exams and one optional comprehensive final exam. All exams are in-class exams. You may choose not to take the comprehensive final. In such a case, the average of your first three exam grades (each accounts for 30%) 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.

NO MAKE-UP EXAMS will be given unless students obtain prior permission from the professor and provide official documents. An unexcused absence from an exam will result in a grade of zero for that exam. 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.

Grading:

Three Exams	3*30% = 90%
Eight Quizzes	10%
Attendance & Class Participation	2% (bonus)

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%

There will be NO EXTRA CREDIT work offered for any student during the semester. Please do not depend on any extra credit opportunities to improve your grade later in the semester.

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 (grade subject to Withdrawal Policy) is March 19, 2019.**

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 UNCC Code of Student Academic Integrity (<http://legal.uncc.edu/policies/up-407>).

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 Statement: 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 Course Outline/Schedule:

Date	Topic	Chapter
1/10	Syllabus	
1/15	Introduction to OSCM Productivity and Process capacity	Ch1 Ch2-Productivity, notes
1/17	Manufacturing Processes Facility Layout	Ch7 Ch8
1/22	Facility Layout	Ch8
1/24	Facility Layout Service processes	Ch8 Ch9
1/29	Project Management	Ch4
1/31	Project Management	Ch4
2/5	Project Management	Ch4
2/7	Review	
2/12	Exam 1	Ch1, Productivity and process capacity, Ch7, Ch8, Ch9, Ch4
2/14	Quality Management and Control	Ch12&13
2/19	Quality Management and Control	Ch12&13
2/21	Quality Management and Control	Ch12&13
2/26	Quality Management and Control Forecasting	Ch12&13 Ch18
2/28	Forecasting	Ch18
3/5	Spring Break	No Class
3/7	Spring Break	No Class
3/12	Forecasting	Ch18
3/14	Sales and Operations Planning	Ch19
3/19	Sales and Operations Planning	Ch19
3/21	Review	
3/26	Exam 2	Ch12, Ch13, Ch18, Ch19
3/28	Inventory Control	Ch20
4/2	Revenue Management	Notes
4/4	Inventory Control	Ch20
4/9	Inventory Control	Ch20
4/11	Inventory Control	Ch20
4/16	Material Requirements Planning	Ch21
4/18	Material Requirements Planning	Ch21
4/23	Material Requirements Planning	Ch21
4/25	Review	
4/30	Exam 3	Ch20, Revenue Mgmt, Ch21
5/7	Optional Final	All chapters

Optional Final Schedule: 11:00am-1:30pm on May 7, 2019. Please check the university's exam schedule here:

<http://registrar.uncc.edu/calendar-and-exam-schedules/exam-schedules>