OPER 3100: OPERATIONS MANAGEMENT
Fall 2018, Section 090
(M 5:30 – 8:15 PM @ Denny 120)

Instructor: Scott Wheeler
Office: Friday 248
Office Hours: M 4-5pm, or by appointment
Office Phone: 704-687-7701
Email: swheel24@uncc.edu (best)

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 and breadth of operations and supply chain management in the decision-making process.
• Understanding the significance of operations and supply chain functions within todays businesses
• Familiarization of various production processes and service systems
• Understanding of employment opportunities within operations and supply chain

Text and Materials:
• 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.

**Class participation:** Class participation and interaction is expected and will make for a better learning environment and experience. Please read the assigned textbook chapter(s) prior to the class. Be prepared to participate in the discussion on the "current" topic. The class as a whole, just like a company stock, will be given one grade for participation (0-5).

**Attendance Policy:** Class attendance is recommended and will be part of the grade. There are several 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.
- 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.

**Case Study Assignment:** Students are expected to complete the case study assignment, which will be based on material inside and outside the textbook. The assignment will then lead to an in-class group session and discussion.

**Examinations:** There are three exams. All exams are in-class exams and multiple choice.

MAKE-UP EXAMS will not be given unless students obtain prior permission from the professor and provide official documents. **With an unexcused absence from an exam (e.g., car doesn’t start, family emergency, serious personal problem), you will be allowed to take the make-up exams, but will only receive 85% 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.

**Grading:**
Three Exams (3 @ 30%) (optional cumulative final) 90%
Class Participation 5%
Class Attendance 5%

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%

Checking your grade on CANVAS – make sure you check and uncheck the box “Calculated based only on graded assignments” Early in the semester, you might have an A if you have the checkbox checked. When the box is unchecked, your grade might be an F, don’t worry, it should keep increasing. All the items will be set to zero after the due date. If the item has not been graded, it will not be included in the calculation if you check the checkbox shown below.

[Calculate based only on graded assignments]

Early Alert & Mid-Term Grade – It’s a University’s policy that the instructor of OPER-3100 course report grade risk early in the semester (Early Alert) and mid-semester (mid-term grade). Students who have D or F grade, calculated based only on graded assignments, will be reported unsatisfactory. The academic advisors might contact you to offer you help if you were reported.

**Practice Quizzes:** There are quizzes at the end of each chapter. The quizzes will not be collected or graded, but are intended to be used for learning and exam preparation. **I highly recommend that you work on the quizzes. Answers will be given to all questions at the end of the class period.**

**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 October 22, 2018. 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 Course Outline/Schedule:**

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<th>Date</th>
<th>Topics</th>
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<td>Monday, Aug 20, 2018</td>
<td>Course Administration</td>
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<tr>
<td></td>
<td>Ch. 1 Introduction</td>
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<td>Ch. 2 Strategy</td>
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<tr>
<td>Monday, Aug 27, 2018</td>
<td>Ch. 7 &amp; 9 Manufacturing and Service Processes</td>
</tr>
<tr>
<td>Monday, Sept 3, 2018</td>
<td><strong>Holiday - No Class</strong></td>
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<tr>
<td>Monday, Sept 10, 2018</td>
<td>Ch. 8 &amp; 4 Facility Layout &amp; Project Management</td>
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<tr>
<td>Monday, Sept 17, 2018</td>
<td><strong>Review for Exam 1</strong></td>
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<td>Monday, Sept 24, 2018</td>
<td><strong>Exam 1</strong> – chapters 1,2,4,7,8,9</td>
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<tr>
<td>Monday, Oct 1, 2018</td>
<td>Ch.12 &amp; 25 Six Sigma &amp; Operations Consulting</td>
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<td>Monday, Oct 8, 2018</td>
<td><strong>Fall Break - No Class</strong></td>
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<tr>
<td>Monday, Oct 15, 2018</td>
<td>Ch. 15 Logistics, Distribution &amp; Transportation/Case Study</td>
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<td>Monday, Oct 22, 2018</td>
<td>Case Study Discussions/Guest Speaker - Logistics</td>
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<td>Monday, Oct 29, 2018</td>
<td>Ch. 18 Forecasting</td>
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<td>Monday, Nov 5, 2018</td>
<td><strong>Review for Exam 2</strong></td>
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<td>Monday, Nov 12, 2018</td>
<td><strong>Exam 2</strong> – Chapters 12, 15, 18, 25</td>
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<td>Monday, Nov 19, 2018</td>
<td>Ch. 20 Inventory Control</td>
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<td>Monday, Nov 26, 2018</td>
<td>Ch. 21 Materials Requirements Planning</td>
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<td>Monday, Dec 3, 2018</td>
<td><strong>Review for Exam 3</strong></td>
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<td>Monday, Dec 10 2018</td>
<td><strong>Exam 3</strong> – Chapters 20, 21</td>
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<tr>
<td>December 17, 2018</td>
<td>Final grade available for review on Canvas</td>
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