



OPER 3100-090 Operations Management
TR, 12:30PM-1:45PM, Friday Building, Room 142
Spring 2019

INSTRUCTOR INFORMATION

Dr. Xiuli He

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Phone: 704- 687 -7629

Office Hours: Thursdays, 2:30PM-4:30PM or by appointment

COURSE DESCRIPTION

Operations management involves the integration of numerous activities and processes to produce products and services in a highly competitive global environment. World class performance in operations, i.e., in product design, manufacturing, engineering, and distribution, is essential for competitive success and long term survival. This course considers operations from a managerial perspective. We consider key performance measures of operations as well as important concepts for improving the performance of operations along these dimensions. At the end of the course, students will have a fair understanding of the role production/operations management plays in business processes. Emphasis is given both to familiarization of various production processes and service systems and to quantitative analysis of problems arising in the management of operations.

COURSE MATERIALS

- *Operations and Supply Chain Management*, **15th edition**, by Chase and Jacobs, McGraw-Hill/Irwin.

Course Website: <http://canvas.uncc.edu/>

- All lecture notes, solutions, grades, and updated information regarding the class will be posted on Canvas. It's each student's responsibility to check Canvas frequently for any new information about the course.
- Students need to 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.

COURSE LEARNING OBJECTIVES

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Following completion of the course, students will be able to do the following:

- Describe the operations function in an organization and the key aspects of operations management decision making.
- Appropriately use both qualitative and quantitative forecasting methods and assess the performance.
- Explain why quality is important and the consequences of poor quality.
- Explain how control charts are used to monitor a process and the concepts underlying their use. Solve typical problems.
- Explain what a supply chain is and know the issues and strategies in the supply chain management.
- Describe basic inventory models and solve typical inventory problems.
- Explain how master production schedule requirements are translated into material requirements for lower-level items.
- Discuss scheduling needs organizations & describe specific scheduling tools & approaches that can be used.
- Describe the benefits and challenges facing the business analytics in supply chain management.

COURSE ASSESSMENT

Grading Policy:

The performance criteria are weighted as follows:

Exam 1	28%
Exam 2	28%
Exam 3	28%
Quiz	12%
Participation	4%
Total	100%

A=100-90, B= 89-80, C=79-70, D=69-60, F=59-0

Note: There will be 6 quizzes thorough the semester. Quiz dates will be announced at least 7 days in advance. Each quiz will contain multiple-choice and/or calculation questions. I will drop the lowest 2 quiz grades and use the highest 4 quiz grades. Quiz grades account 12% of your overall final grade.

Exams

There are three exams. Exams 1-3 cover the materials in the corresponding course unit, i.e., exams 1-3 are **NOT** cumulative. Plan now for the following dates: **Feb. 14 (Exam1), Mar. 28 (Exam 2), and May 9 (Exam 3).**

- Conflicts for the exams must be resolved before the exam dates. You should contact me at least two weeks prior to the exam date and let me know in writing. Last minute requests will not be accepted. **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.
- A calculator is required for each exam.

Class Attendance & Participation

Students are encouraged to attend every class since learning will be through case analysis, and discussions. Students' contributions are highly expected to create and enhance a positive learning environment for this course. Voluntary class participation will consist of voluntary contributions and occasional cold calls, usually to answer open questions. Do not be afraid to make points that you may regard as minor, ask clarifying questions, or otherwise contribute in small ways. If you feel uncomfortable with being called on in class, please let me know in advance so that we can agree on an alternative mode of interaction.

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. Please keep all electronic and telecom equipment such as laptops, cell phones, beepers, etc. on "silent" mode during class.

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.

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 "U" in a course if you choose not to attend the class once you are enrolled. **The last day to withdraw from a course is March 19th, 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 and the final grade reported within one calendar year from the date on which the "I" grade was recorded. The instructor assigning the "I" grade may specify a shorter time than one year for completion of the work and the assignment of a final grade. If the "I" is not removed during the specified time, a grade of "U" or "N" as appropriate is automatically assigned. Time extensions for the completion of an "I" beyond one year cannot be approved except by special request to the Graduate School under extraordinary circumstances. *The grade of "I" cannot be removed by enrolling again in the same course.*

Academic honesty/integrity

Students have the responsibility to know and observe the requirements of The UNC Charlotte Code of Student Academic Integrity. This code forbids cheating, fabrication or falsification of information, multiple submission of academic work, plagiarism, abuse of academic materials, and complicity in academic dishonesty. Any special requirements or permission regarding academic integrity in this course will be stated by the instructor, and are binding on the students. Academic evaluations in this course include a judgment that the student's work is free from academic dishonesty of any type, and grades in this course therefore should be and will be adversely affected by academic dishonesty. Students who violate the code can be expelled from UNC Charlotte. The

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normal penalty for a first offense is zero credit on the work involving dishonesty and further substantial reduction of the course grade. In almost all cases the course grade is reduced to F. Copies of the code can be obtained from the Dean of Students Office. Standards of academic integrity will be enforced in this course. Students are expected to report cases of academic dishonesty to the course instructor. For more detail and clarification on these items and on academic integrity, please review the UNCC Code of Student Academic Integrity (<http://www.legal.uncc.edu/policies/ps-105.html>).

Tentative Course Outline/Schedule:

Week	Date	Topic	Chapter
1	Jan. 10	Course Syllabus and Introduction	Ch1
2	Jan. 17	Strategy and Manufacturing Processes	Ch2 and Ch7
3	Jan. 24	Facility Layout	Ch8
4	Jan. 31	Project Management	Ch4
5	Feb. 7	Service Processes and Exam Review	Ch9
6	Feb. 14	Exam 1	Ch1, Ch2, Ch4, Ch7, Ch8, Ch9
7	Feb. 19	Six Sigma Quality	Ch12
8	Feb. 26	Process Capacity & SPC	Ch13
9	Mar. 7	Spring Recess-No Class	
10	Mar. 14	Forecasting	Ch18
11	Mar. 21	Lean Supply Chains and Revenue Management	Ch14 and slides
12	Mar. 28	Exam 2	Ch12, Ch13, Ch14, Ch18 and slides
13	April 4	Supply Chain Strategy	Ch16
14	April 11	Sales and Operations Planning and Scheduling	Ch19 and Ch22
15	April 18	MRP	Ch21
16	April 25	Inventory Management	Ch20
17	May 9	Exam 3, 5:00PM-7:30PM	Ch16, Ch19, Ch20, Ch21, and Ch22

Note:

- These descriptions and timelines are **subject to change** at the discretion of the instructor.
- Check the updated final exam schedule for Spring 2019:

https://ninercentral.uncc.edu/sites/ninercentral.uncc.edu/files/media/Documents/Spring_2019_FinalExam_Table.pdf

DIVERSITY AND DISABILITY POLICY

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

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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 in Fretwell 230.