OPER 3100-090 Operations Management

Tuesdays, 5:30PM-8:15PM, Friday Building, Room 141
Spring 2020

INSTRUCTOR INFORMATION
Dr. Xiuli He
Office: Room 352A, Friday Building, 3rd Floor
Email: xhe8@uncc.edu
Phone: 704-687-7629
Office Hours: Wednesdays, 2:00PM-5:00PM or by appointment

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, please put the course number OPER 3100 in the subjects lines. Messages missing proper subject lines may be deleted for security reasons.

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


Course Website: [http://canvas.uncc.edu/](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.
If you believe that the grade you received on an assignment or an exam was in error or unfair, you can appeal to the professor in writing within 7 calendar days after the grades are posted. The appeal should clearly state the reasons why you believe the grade to be unfair or the nature of the error. Overdue appeals will not be considered.

COURSE LEARNING OBJECTIVES
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%
Toyota Case report (Group) 4%
Quiz (Individual) 12%
Participation (Bonus) 3%
Total 103%
A=100-90, B= 89-80, C=79-70, D=69-60, F=59-0

Note: There will be 6 quizzes throughout 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. No make-up quizzes are allowed since the two lowest quiz grades will be dropped.

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. 18 (Exam1), April. 7
(Exam 2), and May 3 (Exam 3). Exams are closed book and notes, no exceptions. Formulas will be provided for all exams.

Conflicts for the exams must be resolved before the exam dates. 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 (e.g., doctor’s note, accident report, speeding ticket copy and a selfie with the officer). The student will take the make-up within three school days. Attending a wedding or other ceremonial events are not excusable absenteeism. An unexcused absence from an exam will result in a grade of zero for that exam.

- The exams may contain multiple choice, short answer, and calculation questions.
- A calculator is required for each exam. 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.
- 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.
- There will be no extra credit offered for any individual student during the semester.
- Exams will be reviewed only once and in class. Absent students forfeit their chance to review their exam. Therefore, it is very important that all students are present during these reviews.

**Toyota Case Report**

This is a group assignment to be done in a group of 4-5 students. It is your responsibility to form your groups and email the list of members to me by 9:00pm Jan. 28th. Each group may contain four or five members (No more than five members, PLEASE).

Case analyses should have clear and concise problem statement and well-justified recommendations. The analysis and recommendations must be supported by case facts; assumptions must be reasonable and clearly stated. In preparing the case report, position yourself as an analyst or consultant who is presenting the analysis and making recommendations to the manager.

Case write-ups must be no more than 8 pages (12-point font, 1inch margins on all sides, 1.5 line-spaced) in length, accompanied by three or fewer supporting exhibits if necessary.

Case analyses must be typed. Solutions to cases will not be distributed. Instead, we will rely on the class session associated with the assignment to bring out the most important issues.

The case reports will be graded based on the following dimensions:
- Proper diagnosis of the problem;
- Answer the questions concisely and logically and provide justifications;
• Quality of the analysis (including clear statement of criteria for evaluation and assumptions, and the use of relevant tools);
• Quality of presentation (including logical consistency, and linkage between problem definition and analysis).

Class Attendance & Participation
Students are encouraged to attend every class since learning will be through lecture slides 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 16, 2020.

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 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:**

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<th>Date</th>
<th>Topic</th>
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<td>Jan. 14</td>
<td>Introduction and Strategy</td>
<td>Ch1 and Ch2</td>
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<tr>
<td>2</td>
<td>Jan. 21</td>
<td>Project Management</td>
<td>Ch4</td>
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<td>3</td>
<td>Jan. 28</td>
<td>Manufacturing Processes and Facility Layout</td>
<td>Ch7 and Ch8</td>
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<td>4</td>
<td>Feb. 4</td>
<td>Service Processes and Lean Production</td>
<td>Ch9 and Ch14</td>
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<td>Feb. 11</td>
<td>Exam Review</td>
<td>Ch1, Ch2, Ch4, Ch7,Ch8, Ch9, Ch14</td>
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<td><strong>Feb. 18</strong></td>
<td><strong>Exam 1</strong></td>
<td>Ch12</td>
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<td>7</td>
<td>Feb. 25</td>
<td>Six Sigma Quality</td>
<td>Ch19, Ch20, Ch21, and Ch22</td>
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<td>Mar. 3</td>
<td>Spring Recess-No Class</td>
<td>Ch19 and Ch22</td>
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<td>9</td>
<td>Mar. 10</td>
<td>Toyota Production and Case Report Due</td>
<td>Case, videos, and materials</td>
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<td>10</td>
<td>Mar. 17</td>
<td>Process Capacity &amp; SPC</td>
<td>Ch13</td>
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<td>11</td>
<td>Mar. 24</td>
<td>Forecasting</td>
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<td>May 31</td>
<td>Supply Chain Strategy</td>
<td>Ch16</td>
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<td>13</td>
<td><strong>April 7</strong></td>
<td><strong>Exam 2</strong></td>
<td>Ch12, Ch13, Ch16, and Ch18</td>
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<td>14</td>
<td>April 14</td>
<td>Sales and Operations Planning &amp; Scheduling</td>
<td>Ch19 and Ch22</td>
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<td>15</td>
<td>April 21</td>
<td>Inventory Management</td>
<td>Ch20</td>
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<td>16</td>
<td>April 28</td>
<td>MRP</td>
<td>Ch21</td>
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<td>17</td>
<td><strong>May 5</strong></td>
<td><strong>Exam 3, 5:00PM-7:30PM</strong></td>
<td>Ch19, Ch20, Ch21, and Ch22</td>
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**Note:**
- The instructor reserves the right to change the course outline, and the course contents. Check the updated final exam schedule for Spring 2020: https://registrar.uncc.edu/calendars-schedules/exam-schedules
UNCC 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 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.