

OPER 3100 - 091 Operations Management

The University of North Carolina at Charlotte

Spring 2019

Instructor: Agnes GALAMBOSI Ozelkan, Ph.D. (Dr. G.)

E-mail: agozelka@uncc.edu,

Cell Phone: (704) 962-0327

Office: Friday 248

Office Hours: T: 4:30-5:15 PM or by appointment

Course Description:

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.

Meeting Times: T 5:30-8:15PM

Meeting Place: McEniry 117

Prerequisites: MATH 1120, STAT 1220, ACCT 2121, 2122; ECON 2101, 2102; INFO 2130; junior standing.

Textbook: Operations and Supply Chain Management, 15th Edition, Chase and Jacobs, McGraw Hill ISBN: 978-1-259-92429-3

Supplementary Material: Handouts and materials will be provided through Canvas.

Please note that it is the students' responsibility to access regularly the Canvas class web site, especially before each class. Canvas is the main platform to communicate information on assignments, changes to the syllabus, and other announcements of general interest.

Final Exam: May 7, 2019, 5:00PM-7:30PM

Learning Objectives:

After completing the course, the students will

1. understand the importance of operations management in the decision making process.
2. be familiar with various production processes and service systems.
3. able to do quantitative analysis of problems arising in the management of operations.

Course Requirements and Assessment:

1. **Exams:** There will be four exams for the course. The first three exams will be non-cumulative throughout the semester and the last exam is the Final Exam, which is comprehensive but optional. All exams will be in-class and closed-book/closed notes. For each exam, instructor will provide a sheet of relevant equations, formulas and tables.
2. **Quizzes, etc.:** There will be some quizzes, exercises, pop quizzes, etc. throughout the semester in this class. Some of them will be in class, some of them will be posted on Canvas. Those on Canvas must be returned on the specified due dates. **Late submissions will earn a grade of 0** for these on Canvas. It is also expected that students will attend all classes and will actively participate in class discussions and activities. It is each student's responsibility to make up for missed classes in terms of the material but there are no-make ups for any of the in class graded work (exercises, pop quizzes, etc.).

Please note that there will be no extra credit work offered in this class to make up for grades.

Grading Policy:

Exam-I	25%
Exam-II	25%
Exam-III	25%
Final Exam (optional)	(25%)
Quizzes, etc.	25%

Total 100%

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.

Weekly Tentative Topics

Week	Date of Class	Textbook Chapter	Comments
1	01/15/2019	Introduction, Ch1	
2	01/22/2019	Ch2	
3	01/29/2019	Ch4	
4	02/05/2019	Ch7 + review	
5	02/12/2019	Midterm Exam 1 (ch 1,2,4,7)	Date may change
6	02/19/2019	Midterm Exam 1 Discussion + Ch8	
7	02/26/2019	Ch9	
-----	03/05/2019	<u>Student Recess – NO CLASS</u>	
8	03/12/2019	Ch18	
9	03/19/2019	Ch20 + review	
10	03/26/2019	Midterm Exam 2 (ch 8,9, 18, 20)	Date may change
11	04/02/2019	Midterm Exam 2 Discussion + Ch21	
12	04/09/2019	Ch12	
13	04/16/2019	Ch13	
14	04/23/2019	Ch14 +review	
15	04/30/2019	Midterm Exam 3 (ch 21, 12, 13, 14)	Date may change
Final Exam	05/07/2019 5:00-7:30PM	All chapters	<u>Optional</u>

University and Class Policies:

- This syllabus contains the policies and expectations I have established for this class. Please 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 course instructor. Notice of such changes will be by announcement in class and also by changes to this syllabus posted on the course website on Canvas.
- I will conduct this class in an atmosphere of mutual respect. I encourage your active participation in class discussions. Each of us may have strongly differing opinions on the various topics of class discussions. The conflict of ideas is encouraged and welcome. The orderly questioning of the ideas of others, including mine, is similarly welcome. However, I will exercise my responsibility to manage the discussions so that ideas and argument can proceed in an orderly fashion. You should expect that if your conduct during class

discussions seriously disrupts the atmosphere of mutual respect I expect in this class, you will not be permitted to participate further.

- This 3-credit course requires 3 hours of classroom or direct faculty instruction and 6 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 exams.
- The use of cell phones, smart phones, or other mobile communication devices is disruptive, and is therefore prohibited during class. Except in emergencies, those using such devices must leave the classroom for the remainder of the class period.
- Students are permitted to use computers during class for note-taking and other class-related work only. Those using computers during class for work not related to that class must leave the classroom for the remainder of the class period.
- Students are expected to attend every class and remain in class for the duration of the session. Failure to attend class or arriving late may impact your ability to achieve course objectives which could affect your course grade. An absence, excused or unexcused, does not relieve a student of any course requirement. Regular class attendance is a student's obligation, as is a responsibility for all the work of class meetings, including tests and written tasks.
- Faculty 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.
- All students are required to read and abide by the **Code of Student Academic Integrity**. Violations of the Code of Student Academic Integrity, including plagiarism, will result in disciplinary action as provided in the Code. Definitions and examples of plagiarism are set forth in the Code. The Code is available from the Dean of Students Office or online (<http://legal.uncc.edu/policies/up-407>).
- Students in this course seeking accommodations to disabilities must first consult with the Office of Disability Services and follow the instructions of that office for obtaining accommodations.
- UNC Charlotte is committed to providing an environment free of all forms of discrimination and sexual harassment, including sexual assault, domestic violence, dating violence, and stalking. If you (or someone you know) has experienced or experiences any of these incidents, know that you are not alone. UNC Charlotte has staff members trained to support you in navigating campus life, accessing health and counseling services, providing academic and housing accommodations, helping with legal protective orders, and more.

Please be aware that many UNC Charlotte employees, including all faculty members, are required reporters. **This means that if you tell me about a situation involving sexual harassment, sexual assault, dating violence, domestic violence, or stalking, I must report the information to the Title IX Coordinator.** Although I have to report the situation, you will still have options about how your case will be handled, including whether or not you wish to pursue a formal complaint. Our goal is to make sure you are aware of the range of options available to you and have access to the resources you need.

If you wish to speak to someone confidentially, you can contact any of the following on-campus resources, who are not required to report the incident: (1) University Counseling Center (counselingcenter.uncc.edu 7-0311); (2) Student Health Center (studenthealth.uncc.edu, 7-7400); or (3) Center for Wellness Promotion (wellness.uncc.edu, 7-7407). Additional information about your options is also available at titleix.uncc.edu under the "Students" tab.

- All students are required to abide by the UNC Charlotte [Sexual Harassment Policy](#) and the policy on [Responsible Use of University Computing and Electronic Communication Resources](#). Sexual harassment, as defined in the UNC Charlotte Sexual Harassment Policy, is prohibited, even when carried out through computers or other electronic communications systems, including course-based chat rooms or message boards.