OPERATIONS MANAGEMENT
OPER 3100-H01, Spring 2020

Instructor: Dr. Moutaz J. Khouja

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Office Hours: Tuesday and Thursday 11:30 am-1:30 pm. Additional times also
                     available by appointment.

Course Material:
- **Text:** F. Robert Jacobs and Richard Chase (2018). *Operations and Supply Chain Management*, 15th edition, McGraw-Hill.

- **Bring a calculator to each class.** Space permitting laptop computers are also allowed in the class except during exams.

- **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.

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

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.

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 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.

Grading:
Course grades will be based on four exams according to the following:

4 exams @ 20% each	80%
Paper & presentation (11% paper, 3% presentation)	14%
Class participation	6%
Total	100%

Class participation refers to: regular class attendance, contributing positively, regularly, and significantly to class discussion, being well-prepared for class, as well as the timely and careful completion of assigned homework and exercises. The final course grades are based on:

Course Average	Grade
90% and over	A
80% to less than 90%	B
70% to less than 80%	C
60% to less than 70%	D
Less than 60%	F

Exams
All exams will be in-class and closed-book/closed-notes. One 5×7 card of notes is allowed. Each exam will be reviewed only once and in class. Exams 1-4 are not cumulative, i.e., they cover only the material covered in the corresponding course unit.

Make-up Exam Policy
At most one make-up exam will be granted for each student for Exams 1-4 if you have a valid excuse (illness, work, emergence, etc). You need to provide the relevant documentation to be allowed to take the makeup exam.

Homework:
Problems will be assigned from each topic covered in class. Students are strongly encouraged to solve suggested problems, since the effort expended in the homework is usually reflected in performance on class participation and the exams.

Class Web Site
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.

Group Assignments
You will be required to complete one group assignment. You will need to form a group (team) of 3-4 students consisting of students enrolled in this section of this course. **Each group should have four members.** In keeping with diversity as one of the core principles of the Belk College, individual group compositions should reflect the diversity of the class. If necessary, as the instructor, I can assist in the formation of the groups. The groups will need to be formed and their proposed composition communicated by e-mail to me by **Thursday January 16, 2020**. Designate someone within your group to be the "Group Communicator." The group communicator will be responsible for communicating with me, and will be my contact person for communicating with your group. Each group assignment is to write a research report on a topic in operations management. Topics of interest are:

1.   Just-In-Time Inventory (JIT) Management
2.   Total Quality Management (TQM) and Continuous Improvement
3.   Sustainability
4.   Supply Chain Management (SCM)

Groups may suggest other relevant topics. The choices are to be finalized by **Tuesday January 21, 2020**. Papers and presentation are due on **Thursday April 23, 2020**. Short progress reports are due on **February 20, 2020** and **March 26, 2020.** Papers are not to exceed 12 pages double-spaced 12 size fonts with standard 1-inch margins. Presentations are not to exceed 10 minutes followed by 2 minutes for questions.

Attendance:
Some material covered in class may not be adequately discussed in the text. Thus, it is important that you attend class so that you are prepared for exams. An attendance record of less than 80% will result in a grade of F for the course.

Withdrawal from Class:
The last day to withdraw from a course with a 'W' grade and retain other courses is **March 16 @ 11:59 pm.**

Grade Appeals Policy
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.

Academic Integrity
As a program that helps to create business and government leaders, the College of Business has an obligation to ensure academic integrity is of the highest standards. Standards of academic integrity will be enforced in this course.

University regulations will be strictly enforced in all cases of academic irregularities, cheating or plagiarism or any variations thereof. Students assume full responsibility for the content and integrity of the academic work they submit. The guiding principle of academic integrity shall be that a student's submitted work, examinations, reports, and projects must be his/her own work.

All UNCC students have the responsibility to be familiar with and to observe the requirements of The **UNCC Code of Student Academic Integrity** (see the Catalog and also http://integrity.uncc.edu/). This code forbids cheating, fabrication or falsification of information, multiple submission of academic work, plagiarism of written materials and software projects, abuse of academic materials (such as library books on reserve), and **complicity in academic dishonesty** (helping others to violate the code). Additional examples of violation of the Code include:

- Representing the work of others as your own.
- Using or obtaining unauthorized assistance in any academic work.
- Giving unauthorized assistance to other students.
- Modifying, without instructor approval, an examination, paper, record, or report for the purpose of obtaining additional credit.
- Misrepresenting the content of submitted work.

Students are expected to report cases of academic dishonesty they become aware of to the course instructor who is responsible for dealing with them.

For this course, it is permissible to assist classmates in general discussions about the homework. General advice and interaction are encouraged. Each person, however, must develop his or her own solutions to the assigned homework and laboratory exercises. Students may not "work together" on graded assignments. Such collaboration constitutes cheating, unless it is a group assignment. A student may not use or copy (by any means) another's work (or portions of it) and represent it as his/her own. If you need help on an assignment, contact your instructor or the TA, not other classmates.

Any further specific requirements or permission regarding academic integrity in this course will be stated by the instructor, and are also binding on the students in this course.

Students who violate the code can be punished to the extent of being permanently expelled from UNCC and having this fact recorded on their official transcripts. The normal penalty 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."

If you are unclear about whether a particular situation may constitute an honor code violation, you should meet me to discuss the situation. Feel free to discuss the definition of cheating and/or plagiarism with me if you are unclear on these terms or have questions about the acceptability of a particular type of action.

The instructor 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.

Disability Accommodations
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.

 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.

Incomplete Grade Policy
Receiving a grade of incomplete ("I") is not based solely on a student's failure to complete work or as a means of raising his/her grade by doing additional work after the grade report time. An incomplete grade can be given only when a student has a serious medical problem or other extenuating circumstance that legitimately prevents completion of required work by the due date. In any case, for a student to receive an 'I' grade, the student's work to date should be passing, he/she must have completed a significant portion of the course, and the student must provide proper written proof (e.g., a doctor's note) of the extenuating circumstances.

Religious Accommodation for Students Policy

The instructor will observe University Policy 409 (https://legal.uncc.edu/policies/up-409) on matters of religious accommodation. Please note that the procedure prescribed by this policy requires a notice to the instructor prior to the census date of the semester (typically the tenth day of instruction).

Tentative Class Schedule

Note: There are likely to be additional required readings that are not listed in the syllabus and that will also be assigned during the semester. It is important to check the class (Canvas) web site *regularly* to keep apprised of assigned articles and homework problems, as well as revisions to this syllabus.

Date	Reading
January 9	Course Administration Chapter 1: Introduction Chapter 2: Strategy
January 14	Chapter 7: Manufacturing Processes Chapter 8: Facility Layout
January 16	Chapter 8: Facility Layout Chapter 9: Service Processes
January 21	Chapter 4: Project Management
January 23	Chapter 4: Projects Management
January 28	Chapter 4: Projects Management
January 30	Chapter 4: Projects Management
February 4	Chapter 12: Six-Sigma Quality
February 6	**Exam 1**
February 11	Chapter 13: Statistical Process Control
February 13	Chapter 13: Statistical Process Control
February 18	Chapter 18: Forecasting
February 20	Chapter 18: Forecasting
February 25	Chapter 18: Forecasting
February 27	**2**Chapter 19: Sales and Operations Planning
March 3	Spring Break
March 5	Spring Break
March 10	**Exam**
March 12	Chapter 19: Sales and Operations Planning
March 17	Chapter 19: Sales and Operations Planning
March 19	Chapter 20: Inventory Control
March 24	Chapter 20: Inventory Control
March 26	Chapter 20: Inventory Control
March 31	Chapter 20: Inventory Control
April 2	Chapter 20: Inventory Control
April 7	**Exam 3**
April 9	Chapter 21: Material Requirements Planning
April 14	Chapter 21: Material Requirements Planning
April 16	Chapter 21: Material Requirements Planning
April 21	Chapter 10: Waiting Line Analysis and Simulation
April 23	Presentations
April 28	Chapter 10: Waiting Line Analysis and Simulation, Review
May 5	**Exam 4**, 8:00 pm-9:30 am