

ADVANCED OPERATIONS MANAGEMENT
OPER 3201-001, Fall 2018

Instructor: Dr. Moutaz J. Khouja

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Office Hours: Main Campus: Tuesday 1:00 pm-2:45 pm and Thursday 2:45 pm-4:00 pm.
Center City Building: Class days (8/22, 8/29, 9/12, 9/26, 10/10, 10/24, 11/7, 11/28, 12/12) 3:45 pm-5:15 pm. Additional times also available by appointment.

Text (required):

Jacobs, F. R., W. L. Berry, D. C. Whybark, and T. E. Vollman. *Manufacturing Planning and Control for Supply Chain Management*, Irwin., Boston, 6th edition, 2011.

Other course materials including PowerPoint presentations and Excel files will be provided on the course's Canvas website at: <http://canvas.uncc.edu/>.

Prerequisites:

OPER 3100 or equivalent

Course Description:

This course provides an in-depth study of the full spectrum of activities of production managers. Topics covered include forecasting, independent demand inventory management, just-in-time inventory management, materials requirement planning, capacity planning, production activity control, and master production scheduling. Emphasis will be given to the use of personal computers to support decision making.

Objectives:

The objectives of the course are:

1. to familiarize students with the problems that arise in planning production and manage inventory and capacity,
2. to provide an overview of the techniques used to plan an efficient and smooth production,
3. to provide the students with working knowledge of the use of computers for production planning and control.

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.

Grading:

Course grades will be based on three exams and homework according to the following:

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| 3 exams @ 30% each | 90% |
| Homework | 10% |
| Total | 100% |

Exams:

All exams will be in-class and closed-book/closed-notes. One 5 by 7 card of notes is allowed. Each exam will be reviewed only once and in class. Exams 1-3 are not cumulative, i.e., they cover only the material covered in the corresponding course unit.

Make-up Exam Policy:

Students are expected to take exams during scheduled exam periods unless documentation of a valid excuse is provided. At most one make-up exam will be granted for each student for Exams 1-3 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 the exams. Many assignments will require the use of computers. Some assigned problems will be collected and graded.

Academic Integrity:

The UNC Charlotte Code of Student Academic Integrity must be followed by all students. Students not familiar with the code are encouraged to become so. A statement of the code is published in the UNCC Catalog. Failure to comply with the code may result in a grade of F for the course.

Diversity and Inclusion:

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.

Attendance

You are expected to attend punctually all scheduled sessions and are responsible for completing the work from all of the class meetings. Attendance will be counted towards class participation points. You are responsible for any material covered, announcements made, assignments passed out, and any other type of work you may miss during any absence from class. The exams may contain material that is not in the slides but was covered in the class.

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.

Accommodation for Disabilities

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.

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.

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.

Course Outline

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| Chapter 1 | Manufacturing Planning and Control |
| Chapter 1A | Enterprise Resource Planning (ERP) |
| Chapter 2 | Demand Management |
| Chapter 3 | Forecasting |
| Chapter 4 | Sales and Operations Planning |
| Chapter 11 | Order Point Inventory Control Methods |
| Chapter 5 | Master Production Scheduling |
| Chapter 6 | Material Requirement Planning |
| Chapter 7 | Capacity Planning and Management |
| Chapter 9 | Just-in-time |
| Chapter 8 | Production Activity Control |
| Chapter 10 | Distribution Requirements Planning |

Important Dates and Tentative Exam Schedule

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| Sep 27 | Exam 1 |
| Oct 22 @ 11:59 pm | Deadline to withdraw from a course (retain others) with grade of W |
| Nov 1 | Exam 2 |
| Dec 5 | Last day classes |
| Dec 12 | Exam 3 , 12:00 pm-1:45 pm |