



Section 090: THU 6:30pm – 9:15pm, FRI-141

Section 092: W 6:30pm – 9:15pm, FRI-112

Instructor: Evren Tipi Akben

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Office: Friday 341-A

Office hours: W-TH 5:15 – 6:15pm

Text and Materials:

- (1) Optional: Operations & Supply Chain Management, 14th Edition, Jacobs & Chase, 2014 ISBN: 978-0-07-802402-3
- (2) Presentations, recorded lectures, practice problems/solutions, grades, and updated information regarding the course will be posted on Moodle2. Accessible via <http://moodle2.uncc.edu/>
- (3) Bring a calculator to each class. Space permitting laptop computers are also allowed in the class except during exam times.

Prerequisites: MATH 1120; STAT 1220; ACCT 2121, 2122; ECON 2101, 2102; INFO2130, Junior Standing.

Course Description:

An 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.

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. Computer applications are included where appropriate.

Learning Objectives:

The operations function involves managing the activities and resources necessary to make products and/or provide services to customers. 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/statistical modeling. This class provides a working understanding of the models and techniques useful in operations management. Examining selected problem areas and widely recognized modeling approaches for dealing with them will build students understanding and foundation of such techniques. 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.
- Schedule projects using critical path method and project evaluation/review techniques.
- Developing basic optimization models using linear programming.
- 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.
- Appropriately use both qualitative and quantitative forecasting methods and assess the performance.
- Select and apply appropriate inventory models for various inventory management systems
- 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.

Use of Moodle 2:

All lecture notes, practice exam questions, solutions, grades, and updated information regarding the class will be posted on Moodle 2. You may access UNCC Moodle 2 from your 49er Express or direct access at: <https://moodle2.uncc.edu/>. It is each student's responsibility to check Moodle 2 frequently and 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.

Grading

Exams: Three semester exams and a **cumulative** final will be administered. The lowest of the four exam grades will be dropped for a total of three exam grades (33.3% each). Students may choose to take all four exams and drop the lowest. **The cumulative final exam is optional for any student with a course average greater than or equal to 70%. Any student with a course average below a C (< 70%) at the end of the semester is required to take the cumulative final.**

Quiz: There will be quizzes during the semester, the total quiz grade will be 10% points which will be added on top of the exam grade. Grade of each quiz might be different.

Grading Scale:

Exams 90%, Quiz (10%), and Participation 3% (bonus).

The final letter grade will be calculated based on the following:

A=100-90, B= 89.99-80, C=79.99-70, D=69.99-60, F=Below 60.

Exams are closed book and notes, no exceptions.

All exams will be in-class and closed-book/closed-note. For each exam, the instructor will provide a sheet of relevant equations, formulas and Tables. Scantron forms and a calculator are required for each exam.

Exams are a form of intellectual property belonging to those who create them. Therefore, the exam materials must remain in the instructor's possession or control at all times. Exams may not be taken outside of the

lecture hall or copied for any reason. Failure to return an exam after taking or reviewing it or removing an exam from my presence at any time or copying an exam will be considered theft of intellectual property. Such action will result in an exam grade of zero and may warrant further disciplinary action.

Posting grades: Students will have access to their exam grades via Moodle. The course grades posted on Moodle are for informational purposes only. The official overall grade is computed and kept in the instructor's grade book.

Suggested Problems: Students are expected to complete all of the suggested chapter problems. Practicing and solving the problem sets is the best way to learn and prepare for the exams. Solutions to the suggested problems will be provided.

Class Attendance & Participation: Because class time is our most precious and inelastic resource, please come to every class prepared and actively participate in the discussion and activities. **Attendance will be taken each class.** Note that some topics discussed in the classroom are not covered adequately in the textbook, thus the instructor will present alternative approaches.

Class participation refers to the regular class attendances, contributions positively, regularly, and significantly to class discussions, and being well-prepared for classes. Class participation consists of voluntary contributions and occasional cold calls, usually to provide answers and opinions to questions. 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.

Policies

Make-up Exam Policy: 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. At most ONE make-up exam will be granted for each student. **Students who miss more than one exam should drop the class otherwise they will be given an F.**

Class Preparation: Students are expected to study the textbook and other posted materials (notes, presentations, etc.) **prior to each respective lecture.** Additionally, students must be prepared to intelligently contribute to active class discussions and answer questions related to the current topics.

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 unless otherwise specified.

Assignments Policy: This 3-credit course requires three hours of classroom or direct faculty instruction and six 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 quizzes and exams.

Academic honesty/integrity: [THE UNC CHARLOTTE CODE OF STUDENT ACADEMIC INTEGRITY](#) governs the responsibility of students to maintain integrity in academic work, defines violations of the standards, describes procedures for handling alleged violations of the standards, and lists the applicable penalties. The following is a list of prohibited conduct in that Code as violating these standards: A) Cheating; B) Fabrication and Falsification; C) Multiple Submission; D) Plagiarism; E) Abuse of Academic Materials; and F) Complicity in Academic Dishonesty. For more detail and clarification on these items and on academic integrity, students are strongly advised to read the current [UNCC undergraduate course catalog](#).

The instructor may ask students to produce identification at examinations.

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 "F" in a course if you choose not to attend the class once you are enrolled.

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 by the deadline specified by the instructor or during the next semester (fall or spring) in residence, but no later than 12 months after the term in which the I was assigned, whichever comes first. If the I is not removed during the specified time, a grade of F, U or N as appropriate is automatically assigned. The grade of I cannot be removed by enrolling again in the same course.

Religious Accommodation for Students: The University of North Carolina at Charlotte is committed to diversity, nondiscrimination and inclusiveness, and to supporting its students, regardless of religious affiliation or non-affiliation, in accordance with state and federal laws and regulations. As part of this commitment, the University makes good faith efforts to accommodate a student's religious practice or belief, unless such accommodation would create undue hardship. Details associated with this policy can be found by visiting <https://legal.uncc.edu/policies/up-409>.

Miscellaneous:

- The instructor reserves the right to change the course outline, and the course contents.
- There will be no extra credit offered for any individual student during the semester.
- The instructor will keep all exams.
- All electronic & mobile devices such as cell phones, laptops, tablets, etc. must be kept silent during the lecture.

Statement on 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.

Important Dates:

First Day of Classes: Jan 9th

Last day to add/drop with no grade: Jan 16th

Student Recess: Mar 6th – 11th

Last Day to Withdraw From Course: Mar 20th

Last Day of Classes: May 2nd

Final Exams: May 4th – May 11th

OPER 3100-SECTIONS 090-092 OPERATIONS MANAGEMENT

Tentative Course Outline/Schedule:

OPER 3100 092 W Class

Week	Date	Chapter	Topic	Posted Problems
1	Jan 11	Chapter 1	Introduction	
		Chapter 4	Project Management	Ch.4 - 5, 7, 8, 10, and 12
2	Jan 18	Chapter 4	Project Management	
3	Jan 25	Appendix A	Linear Programming	App.A - 3, 4, 5, and 6
4	Feb 1	Appendix A	Linear Programming	
		Chapters 1,4, and Appendix A	Exam 1 Review	
5	Feb 8	Chapters 1,4, and Appendix A	Exam 1	
6	Feb 15	Chapter 13	Statistical Quality Control	Ch.13 -3, 4, 6, 8, 11, and 13
7	Feb 22	Chapter 18	Forecasting	Ch.18 -2, 3, 11,12, 14, 20, and 21
8	Mar 1	Chapter 18	Forecasting (Regression)	
		Chapter 19	Aggregate Sales and Operations Planning	Ch.19 - 4 and 5
9	Mar 8	Mar 6-10: Spring Break-No Class		
10	Mar 15	Chapter 19	Aggregate Sales and Operations Planning	
		Chapters 13,18, and 19	Exam 2 Review	
11	Mar 22	Chapters 13, 18, and 19	Exam 2	
12	Mar 29	Chapter 20	Inventory Management	Ch.20 -3, 6, 12, 14, 17,18, 21, and 24
13	Apr 5	Chapter 20	Inventory Management	
		Chapter 21	MRP	Ch. 21 -3, 4, 5,6, 7,8, and 9
14	Apr 12	Chapter 21	MRP	
		Chapter 22	Scheduling	Ch. 22 -4, 5, 6, 7,8, 9, 14, and 15
15	Apr 19	Chapter 22	Scheduling	
		Chapters 20, 21, and 22	Exam 3 Review	
16	Apr 26	Chapters 20, 21, and 22	Exam 3	
17	May 10	Cumulative (Chapters 1, 4, 13, 18, 19, 20, 21, 22, and Appendix A)	Optional Final Exam*: 8-10 00 pm	

OPER 3100-SECTIONS 090-092 OPERATIONS MANAGEMENT

OPER 3100 090 TH Class

Week	Date	Chapter	Topic	Posted Problems
1	Jan 12	Chapter 1	Introduction	
		Chapter 4	Project Management	Ch.4 - 5, 7, 8, 10, and 12
2	Jan 19	Chapter 4	Project Management	
3	Jan 26	Appendix A	Linear Programming	App.A - 3, 4, 5, and 6
4	Feb 2	Appendix A	Linear Programming	
		Chapters 1,4, and Appendix A	Exam 1 Review	
5	Feb 9	Chapters 1,4, and Appendix A	Exam 1	
6	Feb 16	Chapter 13	Statistical Quality Control	Ch.13 -3, 4, 6, 8, 11, and 13
7	Feb 23	Chapter 18	Forecasting	Ch.18 -2, 3, 11,12, 14, 20, and 21
8	Mar 2	Chapter 18	Forecasting (Regression)	
		Chapter 19	Aggregate Sales and Operations Planning	Ch.19 - 4 and 5
9	Mar 9	Mar 6-10: Spring Break-No Class		
10	Mar 16	Chapter 19	Aggregate Sales and Operations Planning	
		Chapters 13,18, and 19	Exam 2 Review	
11	Mar 23	Chapters 13, 18, and 19	Exam 2	
12	Mar 30	Chapter 20	Inventory Management	Ch.20 -3, 6, 12, 14, 17,18, 21, and 24
13	Apr 6	Chapter 20	Inventory Management	
		Chapter 21	MRP	Ch. 21 -3, 4, 5,6, 7,8, and 9
14	Apr 13	Chapter 21	MRP	
		Chapter 22	Scheduling	Ch. 22 -4, 5, 6, 7,8, 9, 14, and 15
15	Apr 20	Chapter 22	Scheduling	
		Chapters 20, 21, and 22	Exam 3 Review	
16	Apr 27	Chapters 20, 21, and 22	Exam 3	
17	May 11	Cumulative (Chapters 1, 4, 13, 18, 19, 20, 21, 22, and Appendix A)	Optional Final Exam*: 8-10 00 pm	

These descriptions and timelines are subject to change at the discretion of the instructor. Check the updated final exam schedule for [Spring 2017](#).