<u>**OPRE 3310.001 - Operations Management**</u>

Spring 2021, Monday & Wednesday & Friday: 08:00am - 08:50am, Remote/Virtual

Instructor: Joohyun Kim (jxk161630@utdallas.edu, JSOM 3.218, by appointment

Course Modality and Expectations

Instructional Mode	**Remote/Virtual** : Synchronous online learning at the day and time of the class. The instructor delivers the instruction from home or the office. Students complete the course at a distance.
Course Platform	This course will be delivered via MS Teams on Monday & Wednesday & Friday from 08:00am - 08:50am. After each class, a recorded video will be uploaded in e-Learning if it is available. Please refer to the technical details on how to access the class: https://oit.utdallas.edu/howto/microsoft-teams/
Expectations	University guidelines recommend that you study 2-3 hours per week for every credit hour in which you are enrolled. That is, University expectations suggest you spend 6-9 hours outside of class every week on OPRE 3310 homework and studying.
Asynchronous Learning Guidelines	Students who plan to participate via asynchronous access will need to notify their professors through their UT Dallas email accounts, once the Spring 2021 term begins on Tuesday, Jan. 19. Please refer to the details at: https://covid.utdallas.edu/response/faq/#asynchronous

COVID-19 Guidelines and Resources

The information contained in the following link lists the University's COVID-19 resources for students and instructors of record.

Please see http://go.utdallas.edu/syllabus-policies.

Class Participation

Regular class participation is expected regardless of course modality. Students who fail to participate in class regularly are inviting scholastic difficulty. A portion of the grade for this course is directly tied to your participation in this class. It also includes engaging in group or other activities during class that solicit your feedback on homework assignments, readings, or materials covered in the lectures (and/or labs). Class participation is documented by faculty. Successful participation is defined as consistently adhering to University requirements, as presented in this syllabus. Failure to comply with these University requirements is a violation of the *Student Code of Conduct*.

Class Recordings

Students are expected to follow appropriate University policies and maintain the security of passwords used to access recorded lectures. Unless the Office of Student AccessAbility has approved the student to record the instruction, students are expressly prohibited from recording any part of this course. Recordings may not be published, reproduced, or shared with those not in the class, or uploaded to other online environments except to implement an approved Office of Student AccessAbility accommodation. Failure to comply with these University requirements is a violation of the Student Code of Conduct.

Note: if the instructor records any part of the course, then the instructor will need to use the following syllabus statement:

The instructor may record meetings of this course. Any recordings will be available to all students registered for this class as they are intended to supplement the classroom experience. Students are expected to follow appropriate University policies and maintain the security of passwords used to access recorded lectures. Unless the Office of Student AccessAbility has approved the student to record the instruction, students are expressly prohibited from recording any part of this course. Recordings may not be published, reproduced, or shared with those not in the class, or uploaded to other online environments except to implement an approved Office of Student AccessAbility accommodation. If the instructor or a UTD school/department/office plans any other uses for the recordings, consent of the students identifiable in the recordings is required prior to such use unless an exception is allowed by law. Failure to comply with these University requirements is a violation of the Student Code of Conduct.

Class Materials

The Instructor may provide class materials that will be made available to all students registered for this class as they are intended to supplement the classroom experience. These materials may be downloaded during the course, however, these materials are for registered students' use only. Classroom materials may not be reproduced or shared with those not in class, or uploaded to other online environments except to implement an approved Office of Student AccessAbility accommodation. Failure to comply with these University requirements is a violation of the Student Code of Conduct.

Prerequisites:
- MATH 1326 or MATH 2414 or MATH 2419
- MATH 2333 or MATH 2418 or CS 2305 or OPRE 3333.
- STAT 3360 or OPRE 3360.

Course Description

This course teaches concepts useful in efficiently managing the transformation of materials, labor, and capital into products or services. Topics covered include: the role of operations management in overall competitive strategy, key performance measures, and tools for improving operations performance. The level of discussion varies from long-term strategic planning to daily control of business processes.

Learning Objective

Students will understand the role operations management plays in business processes. Upon completion of the course, students will also be able to:

- Quantitatively analyze and interpret operations information
- Solve typical operations management problems
- Document and report operations performance
- Recognize and address ethical issues that arise when managing operations

Textbook, Readings & Materials: Reading materials and lecture notes will be posted on eLearning. If students would like to read a textbook, the following two are recommended:

- William J. Stevenson. "Operations Management," 13th ed.
- Cachon, G., and Terwiesch, C. "Matching Supply with Demand: An Introduction to Operations Management," 3rd ed.

The lecture notes, and other materials posted on eLearning should be sufficient for the students to learn the material. The optional textbooks are not required.

Technical Requirements

In addition to a confident level of computer and Internet literacy, certain minimum technical requirements must be met to enable a successful learning experience. Please review the important technical requirements on the Getting Started with eLearning webpage.

Course Access and Navigation

This course can be accessed using your UT Dallas NetID account on the eLearning website. Please see the course access and navigation section of the Getting Started with eLearning webpage for more information. To become familiar with the eLearning tool, please see the Student eLearning Tutorials webpage. UT Dallas provides eLearning technical support 24 hours a day, 7 days a week. The eLearning Support Center includes a toll-free telephone number for immediate assistance (1-866-588-3192), email request service, and an online chat service.

Communication

This course utilizes online tools for interaction and communication. Some external communication tools such as regular email and a web conferencing tool may also be used during the semester. For more details, please visit the Student eLearning Tutorials webpage for video demonstrations on eLearning tools. Student emails and discussion board messages will be answered within 3 working days under normal circumstances.

Distance Learning Student Resources

Online students have access to resources including the McDermott Library, Academic Advising, The Office of Student AccessAbility, and many others. Please see the eLearning Current Students webpage for more information.

Server Unavailability or Other Technical Difficulties

The University is committed to providing a reliable learning management system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and also contact the online eLearning Help Desk. The instructor and the eLearning Help Desk will work with the student to resolve any issues at the earliest possible time.

Grading Policy

Class Participation	5%
Assessment Quiz	15%
Homework	20%
Exam 1	25%
Exam 2	35%

Homework

Four assignments will be posted on e-learning under "Course Content". Assignment submissions are to be made by the students **at the beginning of class on the day it is due**. **NO LATE HOMEWORK WILL BE ACCEPTED!** On homework problems requiring calculations, show how you arrived at the calculation. You may discuss homework problems with others, but you must write it up by yourself with full understanding of what you write. Identical assignments will be in violation of university regulations and will receive no credit.

Exams

There are 2 exams. Exams are **NOT CUMULATIVE. NO MAKE-UP EXAMS** will be scheduled. This course will use Honorlock – an online exam proctoring tool. To successfully take an exam, you must have a web camera with microphone, a laptop or desktop computer (no tablets/phones), Chrome browser, a reliable internet connection and your photo ID. You will be prompted to install the Honorlock Chrome Extension (which you can remove after you finish the test). You will then access the exam within your eLearning course and go through the authentication process. The web camera will monitor you throughout your test.

Assessment Quiz

OPRE 3310 is considered a core course and as such certain measurement instruments are implemented to ensure a uniformity of learning across all sections. These measurements are provided to university accreditation associations during their periodic audits. This semester there will be 1 in-class assessment quiz. The quiz is prepared by an academic committee and will be taken by all OPRE 3310 sections each semester. The grading of the assessment quiz is controlled through a standard grading scheme called a Rubric. The Rubric measures three important elements of learning: 1) understanding, 2) writing, and 3) correct answers. Therefore, students are encouraged to express their understanding of the problems in a clear and concise written format such as writing any formulas completely and correctly.

Guidelines for Letter Grades

I will assign two grades:
First one will be based on the following scale.

Grade	A+	A	A-	B+	B	B-	C+	C	C-	D+	D	F
Cutoff Percentage	95	92	90	85	80	75	70	65	60	55	50	<50

The second grade will be based on a curve (a statistical method).
Your final letter grade will be the higher of the two grades.

Academic Calendar

Session	Day	Date	Topic
	Mon	18-Jan	**Martin Luther King Day**
1	Wed	20- Jan	Introduction to Operations Management
2	Fri	22- Jan	Introduction to Operations Management
3	Mon	25- Jan	Process Analysis
4	Wed	27- Jan	Process Analysis
5	Fri	29- Jan	Process Analysis
6	Mon	1-Feb	Process Analysis
7	Wed	3-Feb	Capacity Planning
8	Fri	5-Feb	Capacity Planning
9	Mon	8-Feb	Capacity Planning
10	Wed	10-Feb	Capacity Planning
11	Fri	12-Feb	Quality Management (**Due of Assignment 1**)
12	Mon	15-Feb	Quality Management
13	Wed	17-Feb	Quality Management
14	Fri	19-Feb	Quality Management
15	Mon	22-Feb	Service Operations Management
16	Wed	24-Feb	Service Operations Management
17	Fri	26-Feb	Service Operations Management
18	Mon	1-Mar	Service Operations Management
19	Wed	3-Mar	Service Operations Management
20	Fri	5-Mar	**Exam 1 Review (Due of Assignment 2)**
	Mon	8-Mar	**Exam 1**
21	Wed	10-Mar	Inventory Management (EOQ)
22	Fri	12-Mar	Inventory Management (EOQ)
	Mon	15-Mar	**Spring Break**
	Wed	17-Mar	**Spring Break**
	Fri	19-Mar	**Spring Break**

Session	Day	Date	Topic
23	Mon	22-Mar	Inventory Management (EOQ)
24	Wed	24-Mar	Inventory Management (EOQ)
25	Fri	26-Mar	Inventory Management (EPQ)
26	Mon	29-Mar	Inventory Management (EPQ)
27	Wed	31-Mar	Inventory Management (EPQ)
28	Fri	2-Apr	**Assessment Quiz Review (Due of Assignment 3)**
	Mon	5-Apr	**Assessment Quiz**
29	Wed	7-Apr	Inventory Management (Newsvendor)
30	Fri	9-Apr	Inventory Management (Newsvendor)
31	Mon	12-Apr	Inventory Management (Newsvendor)
32	Wed	14-Apr	Inventory Management (Newsvendor)
33	Fri	16-Apr	Revenue Management
34	Mon	19-Apr	Revenue Management
35	Wed	21-Apr	Revenue Management
36	Fri	23-Apr	Revenue Management
37	Mon	26-Apr	Supply Chain Management
38	Wed	28-Apr	Supply Chain Management
39	Fri	30-Apr	Supply Chain Management
40	Mon	3-May	**Exam 2 Review (Due of Assignment 4)**
	Wed	5-May	**Reading Day**
	Fri	7-May	**Exam 2 (Tentative Schedule)**

The descriptions and timelines are subject to change at the discretion of the Instructor.

Comet Creed
This creed was voted on by the UT Dallas student body in 2014. It is a standard that Comets choose to live by and encourage others to do the same:

> *"As a Comet, I pledge honesty, integrity, and service in all that I do."*

Academic Support Resources
The information contained in the following link lists the University's academic support resources for all students.

Please go to Academic Support Resources webpage for these policies.

UT Dallas Syllabus Policies and Procedures
The information contained in the following link constitutes the University's policies and procedures segment of the course syllabus.

Please go to UT Dallas Syllabus Policies webpage for these policies.