

OPRE 3310 – Course Syllabus

Course Information

Course Number/Section
Course Title
Term

OPRE 3310 (Updated 01/08/2026, check eLearning for the most updated syllabus)
Supply Chain and Operations Management
Spring 2026, Online Distance Learning 24/7

Professor Contact Information

Professor
Office Phone
Email Address
Office Location
Office Hours

Shawn Alborz, PhD
(972) 883-6455
salborz@utdallas.edu
JSOM 3.707
Monday – Thursday by appointment, either in person or on MS Teams
Friday 08:00am to 10:00am, drop by
TBD

TA

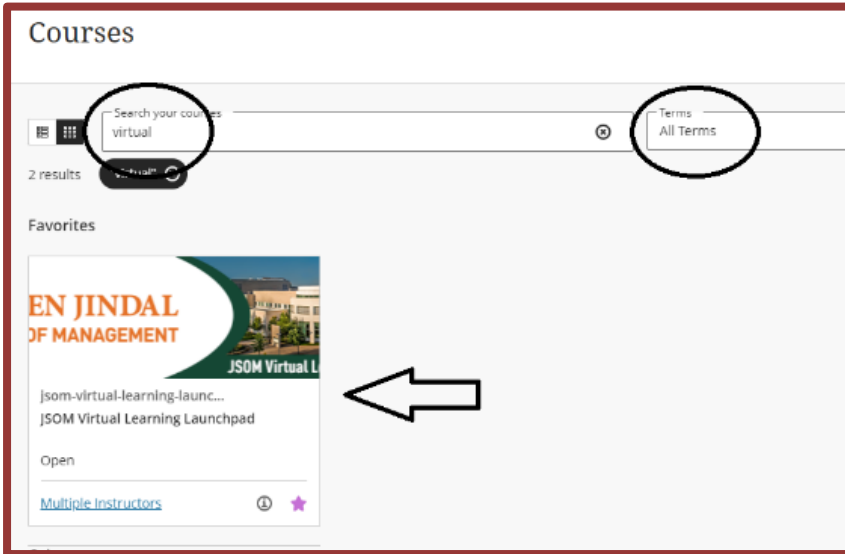
Important: How to Access This Online Course Content

This course is delivered as an online/remote. To access your course content in this class, you are required to complete the module called **JSOM Virtual Learning Launchpad** in eLearning.

You can find the module on your courses in eLearning (see visual below).

- Type virtual in the search your course box
- Select “All Terms” from the Terms dropdown box
- Then, click on the launchpad module

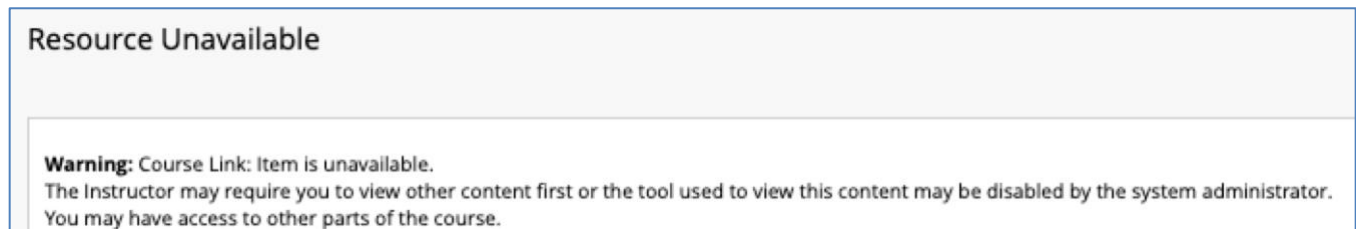
or follow this instructional video: [Student JSOM Virtual Learning Launchpad Instructions](#).



Upon completion, you get a certificate, which must be completed each academic year (once a year) and uploaded each semester for all online/remote (asynchronous or synchronous) courses (e.g., courses with section numbers beginning with 0w#, 5w#, 5h1, s##, or f##).

The Launchpad will be available to students before the course starts.

NOTE: Please submit your certificate ASAP to this course via the eLearning assignment section. Otherwise, you will get the error message below when accessing the course content.



Course Pre-requisites, Co-requisites, or Other Restrictions

Pre-requisites: MATH 1325 or MATH 2413 or MATH 2417.

Course Description

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

Course Modality and Expectations

This is an online distance learning course. All instructions and exams will be online. Students may log into the eLearning platform at any time (24/7) and review lectures and other materials online/remotely. Students are expected to review the lectures and material on a weekly basis.

Students Learning Objectives/Outcomes

Students will be able to:

- Articulate supply chain and operations management concepts
- Use both analytics and qualitative tools to solve typical supply chain and operations management problems
- Apply these concepts, analytics, and tools to create value shared by managers, workers, customers, and shareholders

Required Textbooks and Materials

OPRE 3310: Supply Chain and Operations Management Customized Textbook for UT Dallas.

<https://www.mheducation.com/highered/custom/product/9781307922776.html>

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](#).

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 the 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 visit 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 online chat service.

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](#).

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. Under normal circumstances, student emails and discussion board messages will be answered within 3 working days.

Distance Learning Student Resources

Online students can access resources, including the McDermott Library, Academic Advising, The Office of Student AccessAbility, and many others. Please visit the [eLearning Current Students](#) webpage for more information.

Server Unavailability or Other Technical Difficulties

The University is committed to providing all users with a reliable learning management system. However, in the event of an unexpected server outage or any unusual technical difficulty that 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 contact the online [eLearning Help Desk](#). The instructor and the eLearning Help Desk will work with the student to resolve any issues as soon as possible.

Office of Student AccessAbility

It is the policy and practice of The University of Texas at Dallas to make reasonable accommodations for students with properly documented disabilities. However, written notification from the Office of Student AccessAbility (OSA) is required. If you are eligible to receive accommodation and would like to request it for this course, please discuss it with me and allow one week advance notice. Students who have questions about receiving accommodations or those who have, or think they may have, a disability (mobility, sensory, health, psychological, learning, etc.) are invited to contact the Office of Student AccessAbility for a confidential discussion. OSA is located in the Administration Building, suite 2.224. They can be reached by phone at 972- 883-2098 or by email at studentaccess@utdallas.edu.

Schedule: OPRE 3310 Supply Chain and Operations Management (Online Modality)

The following tentative schedule will be followed as closely as possible (changes will be announced, if any).

Day	Lecture	Assignments & Due Dates (11:59pm)
Jan 20	Syllabus and course policy review Team development and introduction Group work, company selection and analysis method Case study introduction LEC 01 – Supply chain management	NOTE: All assignments will be updated and posted on eLearning for your review.
Jan 26	LEC 02 – Introduction to operations management	
Feb 02	LEC 03 – Competitiveness, strategy, and productivity Group work and company analysis	
Feb 09	Case study, group work and company analysis	Assignment #1
Feb 16	Exam 1 Testing Center – Lectures 1, 2, 3	
Feb 23	LEC 04 – Introduction to processes	
Mar 02	LEC 05 – Process Analysis	
Mar 09	LEC 06 - Lean operations and the Toyota production Toyota Video	Assignment #2
Mar 23	LEC 07 – Inventory management	
Mar 30	Exam 2 Testing Center – Lectures 4, 5, 6, 7	
Apr 06	LEC 08 – Management of quality	
Apr 13	LEC 10 – Project management	Assignment #3
Apr 30	LEC 11 – Location Planning and Analysis	
Apr 27	Exam 3 Testing Center – Lecture 8, 10, 11	
May 04	Group presentation	

Grading Policy		Scale	
Exams	75%	97 – 100	A+
All Assignments/Project	25%	77 – 79	C+
Total	100%	94 – 96	A
		74 – 76	C
		90 – 93	A-
		70 – 73	C-
		87 – 89	B+
		67 – 69	D+
		84 – 86	B
		64 – 66	D
		80 – 83	B-
		60 – 63	D-
		Below 60	F
Grade Calculation (no curving and no rounding up)			
75 points exams [(exam1 + exam2 + exam3) ÷ 120] x 75 = [(40 + 40 + 40) ÷ 120] x 75 = 75			
25 points homework/project			
100 Points Total			

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.”*

Course Policy: Be Advised

General

- Read the syllabus thoroughly and get familiar with the course policy, assignments, due dates, and expectations.
- The office hours are used to discuss specific concerns and not as an opportunity for tutoring.
- Always use your UTD email account when emailing the instructor, and include the course number, section, and time (i.e., OPRE 3310 in the subject line).
- Any student who is found responsible for committing an act of academic dishonesty will receive a grade of “F” or “0” (zero) on that quiz, exam, assignment, project, or course.
- The instructor reserves the right to:
 - *Change the grading policy without notice due to unforeseen circumstances such as dishonesty or cheating.*
 - *Change the already published grades on eLearning and/or Galaxy if there has been a miscalculation.*

Assignments

- Always attach an actual file when submitting an assignment. Submissions with only a link to a file in a shared drive will receive a grade of zero.
- Assignments must be submitted via eLearning only and will be graded based on the content and the formatting.
- Late work (for any reason) will NOT be accepted and will receive a grade of zero.
- As always, if you use a source, please provide a reference at the end of your document to uphold the integrity of your research.
- Students must have reliable internet access to submit assignments by the scheduled due dates. Your responsibility is to ensure that submitted documents have been uploaded correctly and are available to the instructor. If you have difficulty uploading a document to eLearning, try changing the browser, clearing cookies and browser cache, and turning off pop-up blockers. If you cannot upload a document, contact JSOM helpdesk support at 972-883-5800. Lastly, ask your team member to upload the document, if it is a group assignment.

Group Assignments and Participation

- Effective teamwork is essential for the success of group assignments, and students are expected to adhere to this policy to ensure fairness and accountability.
- You will be assigned to a group (a team of 3 members), and only one person from the group, typically the group leader, will submit the group assignments before the due dates.
- If a member drops from the group for any reason, then the group goes forward with two (2) members, and no additional member will be added. This is a reality of the corporate world setting, and your manager expects the remaining two members to submit the deliverables on time.
- You will be assigned a group (a team of 3 members), and only one person from the group, typically the group lead, submits the group assignments before the due dates.
- It is imperative that all team members check their UTD’s emails regularly and respond promptly (within 24 hours).
- Each team member is expected to actively participate and contribute to the group assignments. Active participation includes, but is not limited to, attending group meetings, contributing to discussions, and completing assigned tasks.
- Team members should proactively assess their contributions to group assignments regarding meeting attendance and participation, task completion, contributions to discussions and planning, and any other group activities.

Non-Participation/Contribution

- It is crucial for all team members to promptly respond to team communications, as this demonstrates commitment and ensures teams cooperate and collaborate effectively.
- If a team member fails to respond to the team communications within 24 hours, in that case, the team should make at least two more attempts to reach the non-participating member via UTD’s email and other communication methods.
- If a team member fails to contribute to the team assignment, the team should email the students, discuss the situation with the non-contributing student, and find a solution.
- If there is still no response or improvement in participation or contribution, the team may notify the instructor with the documentation of their attempts and seek guidance. In some situations, the team may ask to remove the team member from the group, ensuring a fair and transparent process.
- If, after review, it is determined that a team member has not made a reasonable effort to contribute, the instructor may take action to ensure fairness and the effectiveness of group work, which could include removing the member from the group. A team member who is dropped from the team must complete all assignments individually.

Exams and Academic Dishonesty

- The UTD Testing Center will administer exams. Students [must register/reserve their seats online](#) through RegisterBlast (exam scheduling tool) no later than 48 hours before the exam time. This is absolutely important. Upon submission, you will receive a confirmation email from the UTD Testing Center. Please keep this confirmation as a record for future reference. It is important to note that you must receive the confirmation; otherwise, your seat has not been reserved.
- You will receive a grade of zero or “F” for any missed assignment, exam, or quiz (no exceptions). There will be NO makeup for any missed assignment, quiz, or exam, and no project for extra credit.
- There are three online exams, and each exam has 40 multiple-choice questions (1 point per question), presented one at a time without backtracking, and is worth 40 points. You will have 60 minutes to complete each exam that covers recent lectures. However, some lectures may be in multiple exams due to their importance.
- Exams cannot be taken outside their scheduled dates, with no exceptions. All exams are closed books/notes, and students are expected to memorize all formulas. The testing center does not provide calculators, so please remember to bring your own.
- After grades are posted on eLearning, you have 72 hours to review and notify the instructor of any issues.
- In a medical emergency, your makeup exam (written statement justifying the situation from a physician required) will include significant discussion, essay, and short answer questions. Pay close attention to all the due dates and exam dates and plan/schedule your activities around those dates. For example, never purchase an airplane ticket (no matter how cheap it is) before the posted final “Exam Week” (review UTD calendar for specific dates).

Homework Assignments and Group Project Guidelines

Assignments will be added to the updated syllabus and will be available on eLearning when the classes start.

UT Dallas Syllabus Policies and Procedures

Academic Support Resources

The information in the [Academic Support Resources](#) lists the University’s academic support resources for all students. The information 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.

The descriptions and timelines in this syllabus are subject to change at the discretion of the Professor.

Assignments and Guidelines

The following guidelines ensure that all files and documents are properly named and submitted. Adherence to these guidelines is required, and **one point will be deducted for each instance of non-compliance (no exceptions)**. Finally, if you use a source, you must provide a reference at the end of your document to maintain the integrity of your research.

Assignment #1 (group work): Company Analysis Slides

Each team will research the assigned company and develop a PowerPoint presentation (free format, with a maximum of five content slides, excluding the title slide, agenda/table of contents, appendix, references, or thank-you slide). The presentation should highlight the company's supply chain and operations management strategies, products, automation, and capabilities, and include references where appropriate. Students may use the research areas outlined below as a guideline. Each team must submit the PowerPoint file to eLearning before the due date.

Company Research Area

The table shows the potential areas for research.

- Strategies for supply chain
- Strategies for global operations
- Manufacturing processes
- Warehousing, logistics and transportation

The instructor will review each report and provide guidance on how to improve its overall effectiveness in terms of clarity and content depth. The last day of class will be set aside for presentations (via MS Teams).

Table below shows the teams and their assigned company for research.

Team	Company Analysis	Team	Company Analysis
1	Aldi	11	Fendi
2	Alo Yoga	12	Free People
3	Aman Resorts	13	Hoka
4	Bottega Veneta	14	King Soopers
5	Burberry	15	Lionsgate
6	Canada Goose	16	MGM Studios
7	Casper	17	Neiman Marcus Group
8	Chewy	18	Niantic
9	Disney Cruise Line	19	Versace
10	DreamHack	20	Viator

Assignment #2 (individual): Process Flow Diagramming

Each student develops a process flow diagram that shows the steps involved in fulfilling an order for an online retailer using process flow software such as lucidchart.com, drawio.com, Microsoft Visio, PowerPoint, Word, etc.

- Do not submit a link to your shared drive, OneDrive, or Google Docs. Instead, submit a PDF to eLearning by the due date.
- Ensure that the flowchart fits on a single page rather than multiple pages so that the final work is clear, easy to follow, and useful for managerial decision-making.

Guidelines for Submission

1. Use the steps below to create a process flow diagram **on one page only** and submit it to eLearning.
2. Use appropriate symbols for each action, such as:
 - **Start/End** symbols (e.g., ovals) for the beginning and end of the process.
 - **Decision points** (e.g., diamonds) to represent inventory check and payment processing outcomes.
 - **Process steps** (e.g., rectangles) for activities like order placement, payment, packaging, and shipping.
3. Label each step clearly and ensure that the flow is logical and easy to understand.

4. Include arrows to show the direction of the flow between steps.

Business Scenario: Order Fulfillment Process for an Online Retailer

Steps to Include in the Process Flow:

1. **Start**
2. **Customer Places an Order:** The process begins when a customer submits an order on the online store's website.
3. **Order Confirmation:** The system sends an automatic order confirmation email to the customer, confirming the order details.
4. **Inventory Check:** The system checks if the items are available in inventory.
 - If **in stock**, proceed to the next step.
 - If **out of stock**, notify the customer, and the order is placed on hold.
5. **Payment Processing:** The system processes the customer's payment using the payment gateway.
 - If the payment is **successful**, the order moves to the packaging stage.
 - If the payment is **unsuccessful**, the customer is notified, and the order is canceled.
6. **Order Packaging:** The warehouse staff receives the order and begins packaging the items.
7. **Shipping:** The packaged order is shipped using a logistics partner.
 - A **shipping confirmation** email with tracking information is sent to the customer.
8. **Order Delivered:** The order is delivered to the customer.
9. **Order Completed:** The system updates the order status to "Completed," and the process ends.
10. **End**

Assignment #3 (individual): Amazon Supply Chain Report

Amazon has a highly sophisticated and complex supply chain. As part of this process, customers return millions of products to Amazon each year for various reasons. Your task is to research and write a one-page report (300–500 words, free format) addressing the following questions:

- A. What does Amazon currently do with the returned products?
- B. What do you think Amazon should do instead?

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