

## Course Syllabus

### Course Information

Course Number/Section: OPRE3310.502.13F  
Course Title: Operations Management  
Term: Fall 2013  
Days & Time: Wednesday: 7:00pm-9:45pm  
Class Room: JSOM 2.115

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### Contact Information

Instructor: Dr. Mehta  
Office Hours: Wednesdays before class and by special appointments  
Email: Emailing via eLearning is the best option.

Phone: Email is the best communication mechanism

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### Course Pre-requisites, Co-requisites and/or Other Restrictions

Prerequisites: (MATH 1326 or MATH 2414 or MATH 2419) and (MATH 2333 or MATH 2418 or CS 2305 or OPRE 3333) and Prerequisite or co-requisite: (STAT 3360 or OPRE 3360). (3-0)

### Course Description

Operations Management is the systematic study and application of knowledge about how operations in an organization are planned, managed, executed, and controlled. The course emphasizes problem solving in the management of the production of goods and/or services.

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

### Required Textbooks and Materials

"Operations Management" by William J. Stevenson  
McGraw-Hill/Irwin 11th Edition 2011  
ISBN: 9780073525259

### Class, Assignments and Exam Schedule

The following is a tentative schedule, which I will try to follow as closely as possible. Should any changes become necessary, I will announce it in class.

Class	Day	Date	Book Chapter / Topic	Homework Due
1	Wed	08/28/13	Chapter 1: Introduction to operations management	
2	Wed	09/04/13	Chapter 2: Competitiveness, strategy and productivity	HW #1 (Ch1)

Class	Day	Date	Book Chapter / Topic	Homework Due
3	Wed	09/11/13	Chapter 3: Forecasting	HW #2 (Ch2)
4	Wed	09/18/13	<b>Test 1 – Focused on Chapter 1, 2 and 3</b>	HW #3 (Ch3)
5	Wed	09/25/13	Chapter 4: Product and service design	
6	Wed	10/2/13	Chapter 9: Management of Quality	HW #4 (Ch4)
7	Wed	10/9/13	Chapter 10: Quality Control	HW #5 (Ch9)
8	Wed	10/16/13	<b>Test 2 – Focused on Chapters 4, 9 and 10</b>	HW #6 (Ch10)
9	Wed	10/23/13	Chapter 13 Inventory management	
11	Wed	10/30/13	Chapter 13: Inventory Management (Continued)	
12	Wed	11/06/13	<b>Assessment Quiz on Inventory Management;</b> Chapter 15: Supply Chain Management	HW #7 (Ch13)
13	Wed	11/13/13	Chapter 12: MRP and ERP	HW #8 (Ch15)
14	Wed	11/20/13	<b>NO CLASS – Thanks Giving Week</b>	
15	Wed	11/27/13	Chapter 16 : Scheduling	HW #9 (Ch12)
16	Wed	12/04/13	<b>Test 3 – focused on Chapters 12, 15 and 16 + Review for final test</b>	HW #10 (Ch16)
17	Wed	12/11/13	<b>Final Test – Comprehensive All Chapters</b>	

### Class Participation

You are expected to attend every class and to actively participate in the discussion and activities. Please do not use laptop computers, cell phones, or other electronic devices during class time.

Points for class participation will be based on your punctuality, regular attendance, quality and extent of discussion in class, and during guest lectures. Leaving the class after roll call counts as an absence. Class participation requires your studying class materials before the class. I may test this with one or more surprise quizzes - the points from these quizzes go toward your class participation.

You are allowed one excused absence. Please note that if you miss a test or quiz during your absence you will lose the points associated with that test or quiz. After one absence, each absence results in a your losing that portion of the participation grade.

### Quiz and Exams

All exams will be in-class and closed-book/closed-note. MAKE-UP EXAMS WILL BE SCHEDULED ONLY ON EXCEPTIONAL BASIS with instructor's prior permission (medical reasons will require a doctor's note), so plan now for the exam date(s).

### Homeworks

All homeworks are due at 7pm of the class time as per that week's homework schedule. No homework submission will be allowed after that (i.e. no late submissions). Homeworks will be provided in eLearning and will be of multi-choice format. Students will complete homeworks online in eLearning as well. Homeworks will have time limit of 15 minutes to complete once started (however, you usually will be able to complete it lot faster if you know the material covered in the class).

### Class Grading

Homework/Exam/Assessment Quiz/Participation	Points for each / Total Number	Total Points
Homework 1-10	20 each / 10 Homework	200 (20%)
Test 1-3	100 each / 3 tests	300 (30%)
Assessment Quiz	100 each / 1 quiz	100 (10%)

Final Test	300 points / 1 final	300 (30%)
Participation	10 each non-exam class / 11	100 (10%)
Total		1000 (100%)

<b>Grading Scale</b>
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90% and higher: A 85% to 89%: B+ 80% to 84%: B 75% to 79%: C+ 70% to 74%: C 60% to 69%: D below 60%: F
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## **Student Conduct & Discipline**

The University of Texas System and The University of Texas at Dallas have rules and regulations for the orderly and efficient conduct of their business. It is the responsibility of each student and each student organization to be knowledgeable about the rules and regulations which govern student conduct and activities. General information on student conduct and discipline is contained in the UTD publication, *A to Z Guide*, which is provided to all registered students each academic year.

The University of Texas at Dallas administers student discipline within the procedures of recognized and established due process. Procedures are defined and described in the *Rules and Regulations, Board of Regents, The University of Texas System, Part 1, Chapter VI, Section 3*, and in Title V, Rules on Student Services and Activities of the university's *Handbook of Operating Procedures*. Copies of these rules and regulations are available to students in the Office of the Dean of Students, where staff members are available to assist students in interpreting the rules and regulations (SU 1.602, 972/883-6391).

A student at the university neither loses the rights nor escapes the responsibilities of citizenship. He or she is expected to obey federal, state, and local laws as well as the Regents' Rules, university regulations, and administrative rules. Students are subject to discipline for violating the standards of conduct whether such conduct takes place on or off campus, or whether civil or criminal penalties are also imposed for such conduct.

## **Academic Integrity**

The faculty expects from its students a high level of responsibility and academic honesty. Because the value of an academic degree depends upon the absolute integrity of the work done by the student for that degree, it is imperative that a student demonstrate a high standard of individual honor in his or her scholastic work.

Scholastic dishonesty includes, but is not limited to, statements, acts or omissions related to applications for enrollment or the award of a degree, and/or the submission as one's own work or material that is not one's own. As a general rule, scholastic dishonesty involves one of the following acts: cheating, plagiarism, collusion and/or falsifying academic records. Students suspected of academic dishonesty are subject to disciplinary proceedings.

Plagiarism, especially from the web, from portions of papers for other classes, and from any other source is unacceptable and will be dealt with under the university's policy on plagiarism (see general catalog for details). This course will use the resources of turnitin.com, which searches the web for possible plagiarism and is over 90% effective.

## **Email Use**

The University of Texas at Dallas recognizes the value and efficiency of communication between faculty/staff and students through electronic mail. At the same time, email raises some issues concerning security and the identity of each individual in an email exchange. The university encourages all official student email correspondence be sent only to a student's U.T. Dallas email address and that faculty and staff consider email from students official only if it originates from a UTD student account. This allows the university to maintain a high degree of confidence in the identity of all individual corresponding and the security of the transmitted information. UTD furnishes each student with a free email account that is to be used in all communication with university personnel. The Department of Information Resources at U.T. Dallas provides a method for students to have their U.T. Dallas mail forwarded to other accounts.

## **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.

### **Student Grievance Procedures**

Procedures for student grievances are found in Title V, Rules on Student Services and Activities, of the university's *Handbook of Operating Procedures*.

In attempting to resolve any student grievance regarding grades, evaluations, or other fulfillments of academic responsibility, it is the obligation of the student first to make a serious effort to resolve the matter with the instructor, supervisor, administrator, or committee with whom the grievance originates (hereafter called "the respondent"). Individual faculty members retain primary responsibility for assigning grades and evaluations. If the matter cannot be resolved at that level, the grievance must be submitted in writing to the respondent with a copy of the respondent's School Dean. If the matter is not resolved by the written response provided by the respondent, the student may submit a written appeal to the School Dean. If the grievance is not resolved by the School Dean's decision, the student may make a written appeal to the Dean of Graduate or Undergraduate Education, and the dean will appoint and convene an Academic Appeals Panel. The decision of the Academic Appeals Panel is final. The results of the academic appeals process will be distributed to all involved parties.

Copies of these rules and regulations are available to students in the Office of the Dean of Students, where staff members are available to assist students in interpreting the rules and regulations.

### **Incomplete Grade Policy**

As per university policy, incomplete grades will be granted only for work unavoidably missed at the semester's end and only if 70% of the course work has been completed. An incomplete grade must be resolved within eight (8) weeks from the first day of the subsequent long semester. If the required work to complete the course and to remove the incomplete grade is not submitted by the specified deadline, the incomplete grade is changed automatically to a grade of F.

### **Disability Services**

The goal of Disability Services is to provide students with disabilities educational opportunities equal to those of their non-disabled peers. Disability Services is located in room 1.610 in the Student Union. Office hours are Monday and Thursday, 8:30 a.m. to 6:30 p.m.; Tuesday and Wednesday, 8:30 a.m. to 7:30 p.m.; and Friday, 8:30 a.m. to 5:30 p.m.

The contact information for the Office of Disability Services is:  
The University of Texas at Dallas, SU 22  
PO Box 830688  
Richardson, Texas 75083-0688  
(972) 883-2098 (voice or TTY)

Essentially, the law requires that colleges and universities make those reasonable adjustments necessary to eliminate discrimination on the basis of disability. For example, it may be necessary to remove classroom prohibitions against tape recorders or animals (in the case of dog guides) for students who are blind. Occasionally an assignment requirement may be substituted (for example, a research paper versus an oral presentation for a student who is hearing impaired). Classes enrolled students with mobility impairments may have to be rescheduled in accessible facilities. The college or university may need to provide special services such as registration, note-taking, or mobility assistance.

It is the student's responsibility to notify his or her professors of the need for such an accommodation. Disability Services provides students with letters to present to faculty members to verify that the student has a disability and needs accommodations. Individuals requiring special accommodation should contact the professor after class or during office hours.

### **Religious Holy Days**

The University of Texas at Dallas will excuse a student from class or other required activities for the travel to and observance of a religious holy day for a religion whose places of worship are exempt from property tax under Section 11.20, Tax Code, Texas Code Annotated.

The student is encouraged to notify the instructor or activity sponsor as soon as possible regarding the absence, preferably in advance of the assignment. The student, so excused, will be allowed to take the exam or complete the assignment within a reasonable time after the absence: a period equal to the length of the absence, up to a maximum of one week. A student who notifies the instructor and completes any missed exam or assignment may not be penalized for the absence. A student who fails to complete the exam or assignment within the prescribed period may receive a failing grade for that exam or assignment.

If a student or an instructor disagrees about the nature of the absence [i.e., for the purpose of observing a religious holy day] or if there is similar disagreement about whether the student has been given a reasonable time to complete any missed assignments or examinations, either the student or the instructor may request a ruling from the chief executive officer of the institution, or his or her designee. The chief executive officer or designee must take into account the legislative intent of TEC 51.911(b), and the student and instructor will abide by the decision of the chief executive officer or designee.

### **Off-Campus Instruction and Course Activities**

Off-campus, out-of-state, and foreign instruction and activities are subject to state law and University policies and procedures regarding travel and risk-related activities. Information regarding these rules and regulations may be found at the website address given below. Additional information is available from the office of the school dean. ([http://www.utdallas.edu/BusinessAffairs/Travel\\_Risk\\_Activities.htm](http://www.utdallas.edu/BusinessAffairs/Travel_Risk_Activities.htm))