

Course Syllabus

Course Information

<i>Course Number/Section</i>	OPRE 3310 Section 004
<i>Course Title</i>	Operations Management
<i>Term</i>	Fall 2013
<i>Days & Times</i>	TR 11:30-12:45 PM Room 2.722

Professor Contact Information

<i>Professor</i>	Gene Deluke
<i>Office Phone</i>	972-883-4808
<i>Other Phone</i>	NA
<i>Email Address</i>	Use Elearning
<i>Office Location</i>	SM 3.419
<i>Instructor Office Hours</i>	Wednesday, 1-2 pm or by appointment
<i>Teaching Assistant</i>	Xi Shan
<i>TA Office Hours</i>	To Be Determined
<i>Email Address</i>	Use Elearning

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

MATH 1326, MATH 2333 (Pre-req.) STAT 3360,(Co-Req.)

Course Description

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.

SACS Student Learning Objectives/Outcomes:

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 in operations management.

Required Textbooks and Materials

Required Texts

Operations Management by William J. Stevenson, 11th Edition
ISBN 978-0-07-352525-9
Irwin/McGraw Hill, 2005

Required Materials: Calculator, notebook

Assignments & Academic Calendar

Homework

Homework assignments are an important part of learning and preparing for examinations.

There will be 5 graded homework assignment. Solutions for graded homework will be posted to Elearning.

Homework must be submitted in class or electronically via Elearning on the day/time it is due or earlier. Early homework may only be submitted electronically. There is a 24 hour grace period for homework submission. This grace period is intended to account for those rare and unusual circumstances beyond the student's control. However, late homework (within 24 hours of cutoff date/time) may only be submitted electronically through Elearning. Homework submitted late will bare a consequence of a 15% reduction in grade. After the 24 hour grace period homework will be marked as "missed" and will not be accepted under any circumstances. Missed homework will be marked as a zero in the grade book. **Please do not ask me to accept homework after the cutoff date/time!**

You may discuss homework problems with others, but you must write it up by yourself with full understanding of what you write. Identical or near identical assignments will be in violation of university regulations and will receive no credit and also a referral to the Judicial Affairs Office. **On homework problems requiring calculations, show how you arrived at the calculation. DON'T JUST WRITE THE ANSWER.**

You are encouraged to use Excel graphs and formulas to boost your skill in this very important tool. As a reward for using Excel there will be bonus points to be added to your final homework average. The amount of bonus points for excel usage will be announced with each homework assignment. **Identical Excel files will be a violation of the academic dishonesty policy.**

Exams

There will be 3 exams either online or in-class at the discretion of the instructor. Exams are closed book, closed notes. Calculators may be used and formula sheets are supplied. **CELL PHONES MAY NOT BE USED FOR CALCULATORS. NO MAKE-UP EXAMS WILL BE SCHEDULED EXCEPT FOR EXTRAORDINARY CIRCUMSTANCES.** See Tentative Lecture Timeline or Calendar on Elearning for Exam dates. **Exam 3 WILL NOT BE CUMULATIVE.**

Assessment Quizzes— 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**. Please see the calendar for the quiz date. The quizz is prepared by an academic committee and will be taken by all OPRE 3310 sections each semester.

The grading of the Assurance quizzes 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.**

Grading Policy

Your final grade will consist of the following components and weights:

Component	Weight
Homework	15%
Assessment Quiz	10%
Exam 1	25%
Exam 2	25%
Exam 3	25%
Total	100%

All grades will be posted to Elearning as a numeric number between 0-100.

The following table will be used to determine your letter grade.

Final average	Grade
90-100	A
80-89	B
70-79	C
60-69	D
<60	F

Mid-term letter grades will NOT contain + or –. Final grades will have + grades assigned but not – grades.

Course Policies

See separate document for policy and procedure for homework submission and grievance procedure.

No make-up exams except for extreme hardship conditions such as major illness or death in the family.

Extra Credit

There will be several extra credit opportunities announced during the semester. Each extra credit opportunity is worth a different amount of credit depending on the estimated amount of work required. Students, however, are limited to **ONLY ONE** extra credit assignment that will affect their exam scores. **EXTRA CREDIT WORK IS INDIVIDUAL WORK NOT GROUP WORK. STUDENTS SHOULD ASK THEIR PROFESSOR FOR HELP NOT ANOTHER STUDENT.**

Late Work

See homework policy

Class Attendance

Students are encouraged to attend class for a multitude of reasons. The instructor will often provide important information that may not be posted on Elearning.

Assignments & Academic Calendar:

Week	Topic	Reading Assignment	HW Due Date
8/27	Welcome		
8/29	Intro to OM	Ch. 1	
9/3	Intro to OM	Ch. 1	
9/5	Competitiveness/Strategy/Productivity	Ch 2	
9/10	Competitiveness/Strategy/Productivity		
9/12	Forecasting	Ch. 3	
9/17	Forecasting	Ch. 3	
9/19	Forecasting		
9/24	Management of Quality	Ch. 9	HW 1-Ch 3
9/26	Exam 1: Chapters 1-3		
10/1	Management of Quality	Ch. 9	
10/3	Management of Quality		
10/8	Quality Control	Ch. 10	
10/10	Quality Control	Ch. 10	
10/15	Quality Control	Ch. 10	
10/17	Supply Chain Management	Ch. 15	HW 2 – Ch 10
10/22	Supply Chain Management	Ch. 15	
10/24	Exam 2: Ch 9,10,15		HW3- Ch 15
10/29	Inventory Management	Ch. 13	
10/31	Inventory Management	Ch. 13	
11/5	Inventory Management	Ch. 13	
11/7	Inv. Mgt. Review + Assessment Quiz*		HW 4-Ch 13
11/12	Aggregate Planning =- Part 1	Ch. 11	
11/14	Aggregate Planning – Part 2		
11/19	MRP/ERP – Part 1	Ch12	
11/21	MRP/ERP – Part 2	Ch 12	
11-26	FALL BREAK + THANKSGIVING		
11/28	GO COWBOYS!		
12/3	MRP/ERP – Part 3	Ch. 14	
12/5	Lean – Part 2	Ch. 14	HW 5- Ch 12
12/10	Lean – Part 2	Ch 14	
TBD	Exam 3 – Ch 11, 12, 13, 14		

*indicates assessment quiz

Field Trip Policies / Off-Campus Instruction and Course Activities

The instructor will attempt to schedule a guest speaker from industry to discuss their perspective on course related topics.

Student Conduct & Discipline

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.

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 of the Board of Regents of the University of Texas System, Part 1, Chapter VI, Section 3](#), and in Title V, [Rules on Student Services and Activities of the Course Syllabus Page 8, 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 (SSB 4.400, 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.

Scholastic Honesty

The University has policies and discipline procedures regarding scholastic dishonesty. Detailed information is available on the [UTD Judicial Affairs](#) web page. All students are expected to maintain a high level of responsibility with respect to academic honesty. Students who violate University rules on scholastic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and/or dismissal from the University. Since such dishonesty harms the individual, all students and the integrity of the University, policies on scholastic dishonesty will be strictly enforced

You may discuss homework problems with others, but you must write it up by yourself with full understanding of what you write. Identical or near identical assignments will be in violation of the university academic dishonesty policy and a referral to the Office of Judicial Affairs will be made.

Any extra credit work is considered an individual assignment and as such you are not allowed to collaborate with other students. Your professor will answer your questions and give you guidance on extra credit assignments.

Judicial Affairs Procedures

Under authority delegated by the Dean of Students, a faculty member who has reason to suspect that a student has engaged in academic dishonesty may conduct a conference with the student in compliance with the following procedures:

- (i) the student will be informed that he/she is believed to have committed an act or acts of academic dishonesty in violation of University rules;
- (ii) the student will be presented with any information in the knowledge or possession of the instructor which tends to support the allegation(s) of academic dishonesty;
- (iii) the student will be given an opportunity to present information on his/her behalf;
- (iv) after meeting with the student, the faculty member may choose not to refer the allegation if he/she determines that the allegations are not supported by the evidence; or
- (v) after meeting with the student, the faculty member may refer the allegations to the dean of students along with a referral form and all supporting documentation of the alleged violation. Under separate cover, the faculty member should forward the appropriate grade to be assessed if a student is found to be responsible for academic dishonesty;
- (vi) the faculty member may consult with the dean of students in determining the recommended grade;
- (vii) the faculty member must not impose any independent sanctions upon the student in lieu of a referral to Judicial Affairs;
- (viii) the faculty member may not impose a sanction of suspension or expulsion, but may make this *recommendation* in the referral documentation

If the faculty member chooses not to meet with the student and instead forwards the appropriate documentation directly to the dean of students, they should attempt to inform the student of the allegation and notify the student that the information has been forwarded to the Office of Dean of Students for investigation.

The student, pending a hearing, remains responsible for all academic exercises and syllabus requirements. The student may remain in class if the student's presence in the class does not interfere with the professor's ability to teach the class or the ability of other class members to learn. (See Section 49.07, page V-49-4 for information regarding the removal of a student from class).

Upon receipt of the referral form, class syllabus, and the supporting material/documentation from the faculty member, the dean shall proceed under the guidelines in the Handbook of Operating Procedures, Chapter 49, Subchapter C. If the respondent disputes the facts upon which the allegations are based, a fair and impartial disciplinary committee comprised of UTD faculty and students, shall hold a hearing and determine the responsibility of the student. If they find the student in violation of the code of conduct, the dean will then affirm the minimum sanction as provided in the syllabus, and share this information with the student. The dean will review the student's prior disciplinary record and assess additional sanctions where appropriate to the circumstances. The dean will inform the student and the faculty member of their decision.

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

Your TA will grade your homework using guidance from your professor. If you feel a homework assignment was not graded fairly you should contact the TA and state your case. Your TA is empowered to change a grade if he/she feels it is warranted. If your TA does not change your grade and you still feel you were not treated fairly then you will appeal your case to the professor who will make a final decision. Procedures for student grievances are found in Title V, Rules on Student Services and Activities, of the university's *Handbook of Operating Procedures*.

If any grievances arise from homework grades, they should be communicated to the assigned TA for your section **within 1 week of your returned homework** assignment. If the student and TA cannot resolve the grievance, then the student may appeal to the course professor.

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)

These descriptions and timelines are subject to change at the discretion of the Professor.