

# Course Syllabus

## OPRE 3310-011

The University of Texas at Dallas

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### Course Information

#### **Course**

Course Number Section	011
Course Title	Operations Management
Term and Dates	Fall 2013

#### **Professor Contact Information**

Professor	Gene Deluke
Office Phone	972-883-4808
Email Address	Use Elearning Email
Office Location	3.419
Office Hours	Wednesday, 1-2pm or by appointment

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#### **About the Instructor**

Joined the UT-Dallas faculty in 2005 after a lengthy career in industry as a supply chain specialist, consultant and instructor. I teach two graduate courses and one additional undergraduate course besides OPRE 3310.

#### **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.

### **Student Learning Objectives/Outcomes**

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**

#### Required Texts

- *Operations Management by William J. Stevenson, 11th Edition Irwin/McGraw Hill, 2005*

#### Required Materials

- Calculator, notebook

Textbooks and some other bookstore materials can be ordered online through [Off-Campus Books](#) or the [UTD Bookstore](#). They are also available in stock at both bookstores.

### **Course Policies**

#### *Make-up exams*

All exams will be taken online with sufficient time to take the exam. Only under unusual circumstances will students be allowed to make-up an exam that was missed.

#### *Extra Credit*

There will be multiple opportunities for students to earn extra credit. However, there will be restrictions on how much extra credit a student may earn. Therefore you are encouraged to study and prepare for the major exams. Extra credit opportunities will be announced during the semester.

#### *Late Work*

There will be a 24 hour grace period to submit homework assignments after the due date/time. However, there will be a 15% reduction in grade for submitting during the grace period. After the 24 hour grace period no homework assignment will be accepted regardless of reason.

#### *Assessment Quiz*

OPRE 3310 is a core course taken by all undergraduate students. As such each student taking the course this semester will take an assessment quiz which is intended to measure the uniformity of learning across all sections. Your instructor will provide additional specific information as the semester progresses.

### *Class Participation*

Students are required to login regularly to the online class site. The instructor will use the tracking feature in eLearning to monitor student activity. Students are also required to participate in all class activities such as discussion board, chat or conference sessions.

### *Virtual Classroom Citizenship*

The same guidelines that apply to traditional classes should be observed in the virtual classroom environment. Please use proper netiquette when interacting with class members and the professor.

### *Policy on Server Unavailability or Other Technical Difficulties*

The university is committed to providing a reliable online course 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 extend the time windows and provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and also contact the UTD eLearning Help Desk:

<http://www.utdallas.edu/elearninghelp>, 1-866-588-3192. The instructor and the UTD eLearning Help Desk will work with the student to resolve any issues at the earliest possible time.

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## 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](#).

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## Course Access and Navigation

This course was developed using a web course tool called eLearning. It is to be delivered entirely online. Students will use their UTD NetID account to login at: <http://elearning.utdallas.edu>. Please see more details on [course access and navigation information](#).

To get familiar with the eLearning tool, please see the [Student eLearning Tutorials](#).

UTD provides eLearning technical support 24 hours a day/7 days a week. The services include a toll free telephone number for immediate assistance (1-866-588-3192), email request service, and an online chat service. Please use this link to access the UTD eLearning Support Center:

<http://www.utdallas.edu/elearninghelp>.

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## Communications

This eLearning course has built-in communication tools which will be used 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 [eLearning Tutorials webpage](#) for video demonstrations on numerous tools in eLearning.

### **Interaction with Instructor**

The instructor will communicate with students mainly using the Announcements, elearning messages and Discussions tools. Students may send personal concerns or questions to the instructor using the course email tool. The instructor will reply to student emails or Discussion board messages within 3 working days under normal circumstances.

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## Student Resources

The following university resources are available to students:

### **UTD Distance Learning:**

<http://www.utdallas.edu/elearning/students/cstudents.htm>

### **McDermott Library:**

Distance Learners (UTD students who live outside the boundaries of Collin, Dallas, Denton, Rockwall, or Tarrant counties) will need a UTD-ID number to access all of the library's electronic resources (reserves, journal articles, ebooks, interlibrary loan) from off campus. For UTD students living within those counties who are taking online courses, a Comet Card is required to check out materials at the McDermott Library. For more information on library resources go to <http://www.utdallas.edu/library/distlearn/disted.htm>.

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## Student Assessments

### Grading Information

#### *Weights*

Homework	15	%
Exam 1	25	%
Exam 2	25	%
Exam 3	25	%
Assessment quiz	10	%
Total		100%

#### *Grading Scale*

Scaled Score	Letter Equivalent
90-100	A
80-89	B
70-79	C
60-69	D
Less than 60	F

#### Grading Policy

Your professor will award + grades but not – grades at the end of the semester. The break points between A+ vs A, B+ vs B cannot be determined until all grades have been posted at the end of the semester.

#### *Accessing Grades*

Students can check their grades by clicking “My Grades” on the course menu after the grade for each assessment task is released.

### **Assignments**

There will be 5 graded homework assignment. 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.

### **Assignment Submission Instructions**

You will submit your assignments (in the required file format with a simple file name and a file extension) by using the Assignments tool on the course site. Please see the Assignments link on the course menu or see the icon on the designated page. You can click each assignment name link and follow the on-screen instructions to upload and submit your file(s). Please refer to the Help menu for more information on using this tool.

**Please note:** each assignment link will be deactivated after the assignment due time. After your submission is graded, you may click each assignment's "Graded" tab to check the results and feedback.

### **Online Tests/Quizzes**

There will be 3 exams throughout the semester. The final exam will be online and will be taken at the Testing Center located in the basement of the library. The date of the final exam will be determined at a later date.

You can access quizzes/exams by clicking the quiz/exam link on the designated page. Each quiz is timed, and the number of attempts allowed within a scheduled time window will be specified. Please read the on-screen instructions carefully before you click "Begin". After each quiz is graded and released, you may go to My Grades page and click the score link of the quiz to view your graded submission.

### **Final Examination**

Exam 3 will be taken at a date and time to be determined later.

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## Academic Calendar

WEEK/ DATES	TOPIC/LECTURE	READING	ASSESSMENT / ACTIVITY	DUE DATE
1 08/27- 08/29	Unit 1 Intro to OM	Ch 1	<b>Syllabus quiz</b> Student Self-Introduction  Video  Operations Management at Nestle	
2 09/03- 09/05	Unit 2 Competitiveness, Strategy, Productivity	Ch 2		
3 09/10- 09/12	Unit 3 Forecasting	Ch 3	Homework 1  Interactive Forecasting	9/20 at 5pm
4 09/17- 09/19	Unit 3 Forecasting	Ch 3	Homework 1  Interactive Forecasting  Video  Forecasting at Hard Rock Cafe	9/20 at 5pm
5 09/23 or 9/24	Exam 1 – Ch 1,2,3			

5 09/26	Unit 4 Management of Quality	Ch 9	Video  A day in the Life of Quality at Honda	
6 10/1-10/3	Unit 4 Management of Quality			
7 10/8-10/10	Unit 5 Quality Control	Ch 10	Homework 2	10/18 at 5pm
8 10/15-10/17	Unit 5 Quality Control  Unit 6 Supply Chain Management	Ch 10  Ch 15	Homework 2	10/18 at 5pm
9 10/22	Unit 6 Supply Chain Management	Ch 15	Homework 3	10/25 at 5pm
9 10/23 or 10/24	Exam 2 – Ch 9,10,15			
10 10/29-10/31	Unit 7 Inventory Management	Ch 13	Homework 4  Video  APL Logistics	11/8 at 5pm
11 11/05	Unit 7 Inventory Management	Ch 13	Homework 4	11/8 at 5pm
11	Assessment Quiz-Ch			

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11/7 or 11/8	13			
12 11/12- 11/14	Unit 8 Aggregate Planning	Ch 11		
13 11/19- 11/21	Unit 9 MRP/ERP	Ch 12	Homework 5	12/6 at 5pm
14 11/26- 11/28	Fall Break – No Classes	GO COWBOYS		
15 12/3- 12/5	Unit 9 MRP/ERP  Unit 10 Lean	Ch 12  Ch 14	Homework 5	12/6 at 5pm
16 12/10	Unit 10 Lean	Ch 12		
17 TBD	Exam 3 Ch 11,12,13,14  TESTING CENTER			

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## 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.**

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## Course Evaluation

As required by UTD academic regulations, every student must complete an evaluation for each enrolled course at the end of the semester. A link to an online instructional assessment form will be emailed to you for your confidential use.

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## University Policies

The information contained in the following link constitutes the University's policies and procedures segment of the course syllabus.

Please go to <http://go.utdallas.edu/syllabus-policies> for these policies.

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

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