

## **OPRE 3310.501 Operations Management**

Fall 2013, Monday & Wednesday 5:30pm-6:45pm, JSOM 2.714

**Instructor:** Dr. Wei Chen

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Office Hours: Mondays & Wednesdays 4-5:30 pm

**Prerequisites:** (MATH 1326 or MATH 2414 or MATH 2419) and  
(MATH 2333 or MATH 2418 or CS 2305 or OPRE 3333) and  
(STAT 3360 or OPRE 3360)

### **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.

### **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

**Required Textbook:** *Operations Management* by William J. Stevenson, 10th Edition, Irwin/McGraw Hill, ISBN 978-0-07-728409-1

### **Grading Policy:**

<i>Surprise Quizzes</i>	5%
<i>Homework</i>	20%
<i>Exam 1</i>	20%
<i>Exam 2</i>	20%
<i>Exam 3 (Final)</i>	30%
<i>Assessment Quiz</i>	5%

### **Class Participation:**

You are expected to attend every class and to actively participate in the discussion and activities. To do this, you will need to complete the assigned reading prior to coming to class. There will be 5 surprise quizzes (1 point each) throughout the semester.

### **Homework:**

Eight assignments (2.5 points each) will be posted on e-learning under "Course Content". Assignment submissions are to be made by the students by the due date. **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:**

All three exams will be in-class and closed-book/closed-note. For each exam, you will be provided with a sheet of relevant equations. **NO MAKE-UP EXAMS WILL BE SCHEDULED.**

### **Assessment Quiz:**

There will be one in-class assessment quiz. The quiz is prepared by an academic committee and will be taken by all students in all OPRE 3310 sections. 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:**

Two grades will be assigned to each student. First one will be based on the following scale.

<b>Grade</b>	<b>A+</b>	<b>A</b>	<b>A-</b>	<b>B+</b>	<b>B</b>	<b>B-</b>	<b>C+</b>	<b>C</b>	<b>C-</b>	<b>D+</b>	<b>D</b>	<b>F</b>
<b>Cutoff Percentage</b>	<b>95</b>	<b>90</b>	<b>87</b>	<b>83</b>	<b>80</b>	<b>77</b>	<b>73</b>	<b>70</b>	<b>67</b>	<b>63</b>	<b>60</b>	<b>&lt;60</b>

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

### **E-Learning:**

Your course e-Learning site will be used in several important ways throughout the semester. First, E-learning email is also the appropriate avenue for sending email to your professor. Second, all grades will be posted as soon as grading has been completed. Third, a copy of the course syllabus will be available at all times, and you will be notified of any changes made during the semester. Fourth, several discussion boards are available for your use.

### **Laptops & Cell phones**

You may bring your laptop computers to class; however, you will not be permitted to have them open during the lectures, unless permitted by the instructor. You may not use your cell phones or other electronic devices in class.

### **Special Assistance:**

For help with test anxiety or time management, the following resources are available: your academic advisor, the Learning Resource Center (MC2.402), the Counseling Center (SU1.608), the New Student Programs Office (SU1.610), your instructor.

**Expectation:**

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.

**Assignments & Academic Calendar:**

<b>Week</b>	<b>Date</b>	<b>Topic/Exams</b>
1	Mon, Aug 26 Wed, Aug 28	Ch 1. Introduction to Operations Management & Ch 2. Competitiveness, Strategy, and Productivity
2	Mon, Sep 2 Wed, Sep 4	<b>Labor Day, No Class</b> Ch 3. Forecasting, Problem Solving
3	Mon, Sep 9 Wed, Sep 11	Ch 9. Management of Quality
4	Mon, Sep 16 Wed, Sep 18	Ch 10. Quality Control
5	Mon, Sep 23 Wed, Sep 25	Sample Exam 1 Review <b>Exam #1: Chapters 1-3, 9-10</b>
6	Mon, Sep 30 Wed, Oct 2	Ch 4. Product and Service Design Ch 5. Capacity Planning for Products and Services
7	Mon, Oct 7 Wed, Oct 9	Ch 6. Process Selection and Facility Layout
8	Mon, Oct 14 Wed, Oct 16	Ch 11. Supply Chain Management
9	Mon, Oct 21 Wed, Oct 23	Sample Exam 2 Review <b>Exam #2: Chapters 4-6, 11</b>
10	Mon, Oct 28 Wed, Oct 30	Ch 12. Inventory Management
11	Mon, Nov 4 Wed, Nov 6	Assessment Quiz on Inventory
12	Mon, Nov 11 Wed, Nov 13	Ch 14. MRP and ERP
13	Mon, Nov 18 Wed, Nov 20	Ch 16. Scheduling
14	Mon, Nov 25 Wed, Nov 27	<b>Fall break, No class, Happy Thanksgiving</b>
15	Mon, Dec 2 Wed, Dec 4	Ch 17. Project Management
16	Mon, Dec 9 Wed, Dec 11	Sample Exam 3 Review
Final Exam	Mon, Dec 16	<b>Exam #3: Chapters 12, 14, 16 and 17</b>

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

**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.

### **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.

### **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.

### **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.