

Course Syllabus

OPRE 3310-004 Operations Management

The University of Texas at Dallas

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Course Information

Course

Course Number Section	005
Course Title	Operations Management
Term and Dates	Fall 2015 – Monday-Wednesday 1:00-2:15, Rm 2.804

Professor Contact Information

Professor	Gene Deluke
Office Phone	972-883-4808
Email Address	Use e-learning email NOT ZMAIL OR UTD EMAIL
Office Location	JSOM 3.419
Online Office Hours	Monday 11-12, Wednesday 5-6pm or by appointment
Other Information	TBD

About the Instructor

Gene Deluke is a Senior Lecturer in the Jindall School of Management. He teaches undergraduate and graduate courses in Operations Management and Supply Chain Management. Prior to joining UTD in 2005 he worked in industry for 20+ years gaining experience in Operations and Supply Chain Management as well as a MIS Manager and Senior Consultant.

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

MATH 1326 or MATH 2414 or MATH 2419 and MATH 2333 or MATH 2418 or CS 2305 or OPRE 3333.
Prerequisite or corequisite: STAT 3360 or OPRE 3360.

Course Description

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.

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, 12th Edition

ISBN 978-0-07-802410-8

Irwin/McGraw Hill

(10th or 11th edition of same text may also be used as well as loose-leaf editions.)

Required Materials

- Calculator (any)
- 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

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 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.

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

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.**

Make-up exams

Students are expected to take exams on the scheduled dates. Make up exams will be available due to conflicts with approved university events or in the case of serious illness.

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 assignments during the grace period. After the 24 hour grace period no homework assignment will be accepted regardless of reason. There is no grace period for any extra credit assignments.

Special Assignments

None

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 encouraged but not required to participate in all class activities such as discussion board, chat or conference sessions and group projects. **To perform well in this course students should check daily for elearning messages from your instructor.**

Virtual Classroom Citizenship

The same guidelines that apply to traditional classes should be observed in the virtual classroom environment. Students are expected to treat fellow students and your professor with respect.

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 university-wide 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. This policy DOES NOT INCLUDE cases such as a hard disk failure or loss of internet service that affects only one student. Therefore, students are encouraged to submit assignments BEFORE the due date/time rather than wait until the last possible minute to submit. 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, e-learning messages and Discussions tools. **It is extremely important for students to check e-learning every day for any communications from their instructor or fellow students.** Students may send personal concerns or questions to the instructor using the e-learning messages and discussion threads. The instructor will reply to student e-learning messages or Discussion board messages within 3 working days under normal circumstances. Students may also leave voice messages to the instructor's telephone number. Students are discouraged from communicating with the instructor via his university email address. Finally students may schedule face-to-face meetings with the instructor on an as-needed basis.

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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/distance.html>.

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Student Assessments

Grading Information*Weights*

Homework (5 assignments)	15	%
Exam 1	25	%
Exam 2	25	%
Exam 3	25	%
Assessment Quiz	10	%
Total	(Points)	100%

Grading Scale

Semester Average	Letter Equivalent
97.5-100	A+
90-97	A
87.5-89	B+
80-87	B
77.5-79	C+
70-77	C
60-69	D
Less than 60	F

Grading Policy

Your professor will award + grades but not – grades at the end of the semester. For example a student may receive a B+ or B but not a B-. 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. To receive full credit you must submit the assignment through e-learning on or before the due date/time. 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. An alternative to submitting an Excel file would be to type your responses directly into the assignment or scan a paper document and attach it to the assignment.

Group Projects

There will be no group projects

Assignment submission instructions

Locate the assignment in your eLearning course. You will submit your assignments in the required file format (MS Office) with a simple file name and a file extension. To submit your assignment, click the assignment name link and follow the on-screen instructions to upload and submit your file(s). Please be aware that attaching your assignment DOES NOT SUBMIT THE ASSIGNMENT. You must click the SUBMIT button. For additional information on how to submit assignments, view the [Submitting An Assignment video tutorial](#).

Please Note: Each assignment link will be deactivated after the cutoff due date/time due. The cutoff date/time is 24 hours after the due date/time. Any submissions during the grace period will incur a 15% reduction in grade. After your submission is graded, you may go to My Grades on the course menu and click the score link to check the results and feedback.

Participation/Discussions

This course does not contain any required participation/discussion topics. However, your instructor will pose various discussion questions to students and students are encouraged but not required to submit their analysis and opinions.

Online Tests/Quizzes

(For any online exams student will take the exams and quiz at the Testing Center located in the basement of the library. The available dates and times of the tests and quiz can be found on the course academic calendar in the syllabus. Your instructor is willing to consider alternate testing arrangements in the event of severe hardship with the normal testing venue and dates/times.

The UTD Testing Center requests all students strictly follow the proctored exam scheduling deadlines. If any student needs special accommodations, please seek the instructor's approval in advance. If you have any questions about using either UTD or outside testing center service, please email TestingCenter@utdallas.edu.

You can access quizzes/exams by clicking the quiz/exam link on e-learning. 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 quiz and the score link of the quiz to view your graded submission

Students should bring a calculator of their choice when taking the tests and quiz. Your instructor will provide a formula sheet. No scantron is required.

Final Examination

Exam 3 will constitute the Final Exam and will be scheduled during the normal final exam period. Please see the Academic Calendar for specific dates/times. The Final Exam will be online.

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Academic Calendar

WEEK/ DATES	TOPIC/LECTURE	READING	ASSESSMENT / ACTIVITY	DUE DATE
1 8/24, 8/26	Unit 1 Intro to OM	Chapter 1	Syllabus quiz Student Self-Introduction Video Operations Management at Nestle	9/8 midnight
2 8/31, 9/2	Unit 2 Competitiveness, Strategy, Productivity	Chapter 2	None	None
3 9/7, 9/9	9/7 – Labor Day-No class Unit 3 Forecasting	Chapter 3	Homework 1 Interactive Forecasting Extra Credit Opportunity	9/18 at noon
4 9/14, 9/16	Unit 3 Forecasting	Chapter 3	Homework 1 Extra Credit Opportunity	9/18 at noon

			Video Forecasting at Hard Rock Cafe	
5 9/21	Exam 1 – Ch 1,2,3	Bring calculator, scantron Formula sheet provided		
5 9/23	Unit 4 Management of Quality	Chapter 9	Video A day in the Life of Quality at Honda Extra Credit Opportunity	
6 9/28, 9/30	9/28 Unit 4 Management of Quality 9/30 Unit 5 Quality Control	Chapter 9 Chapter 10	Video A day in the Life of Quality at Honda Extra Credit Opportunity	Click here to enter text.
7 10/5, 10/7	Unit 5 Quality Control	Chapter 10	Homework 2	10/12 at noon
8 10/12, 10/14	10/12 Unit 5 Quality Control 10/14 Unit 6 Supply Chain Management	Chapter 10 Chapter 15	Homework 2 Homework 3 Extra Credit Opportunity	10/12 at noon 10/20 at noon

9 10/19	Unit 6 Supply Chain Management	Chapter 15	Homework 3 Extra Credit Opportunity	10/20 at noon
9 10/21	Exam 2 – Ch 9,10,15	Bring calculator, scantron Formula sheet provided	Click here to enter text.	Click here to enter text.
10 10/26, 10/28	Unit 7 Inventory Management	Chapter 13	Homework 4 Video APL Logistics	11/3 at noon
11 11/2	Unit 7 Inventory Management	Chapter 13	Homework 4 Video APL Logistics	11/3 at noon
11 11/4	Assessment Quiz – Chap 13	Bring calculator Formula sheet provided No scantron	Click here to enter text.	
12 11/9, 11/11	Unit 8 Aggregate Planning	Chapter 11		

13 11/16, 11/18	Unit 9 MRP/ERP	Chapter 12	Homework 5	12/2 at noon
14 11/23, 11/25	Fall Break – No Classes Happy Thanksgiving Go Cowboys!	Click here to enter text.	Click here to enter text.	
15 11/30, 12/2	11/30 Unit 9 MRP/ERP 12/2 Unit 10 Lean	Chapter 12 Chapter 14	Homework 5	12/2 at noon
16 12/7	Unit 10 Lean	Chapter 14		
16 12/11, 12/12	Exam 3 Testing Center Chap 11,12,13,14	Click here to enter text.	Click here to enter text.	Click here to enter text.

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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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