OPRE 6302 & SYSM 6334: Operations Management

Course number:	OPER 6302.501 & SYSM 6334.501
Pre-Requisites:	Please refer to coursebook.utdallas.edu
Meeting time:	7:00PM – 9:45PM Tuesday
Meeting place:	JSOM 2.107
Instructor:	Shengqi Ye (Shengqi.Ye@utdallas.edu)
Communication:	**Email preferred**, **please put "OPRE6302" in your email subject**
Office:	JSOM 3.221
Office hours:	Friday 1:00PM – 3:00PM
TA:	Rajnath Geddi Rabindranath (rxg156130@utdallas.edu)
Office:	TBA
Office hours:	TBA

COURSE DESCRIPTION:

Operations Management studies the processes by which inputs of materials, labor, capital and information are transformed into products and services. Knowledge introduced in this course will help you better understand and manage these processes.

STUDENT LEARNING OBJECTIVES:

The student should be able to determine performance measures of manufacturing / service processes / systems in key operational dimensions. The student should also know what factors affect these measures, how these measures can be calculated and how these measures can be improved. More specific objectives follow:

- Describe and explain services, manufacturing, just in time, and total quality management strategies.
- Derive and compute optimal decisions, and performance measures such as costs and profits.
- Develop analytical thinking in operations practices.

COURSE MATERIALS:

Required Case Package:
Available for purchase online at: http://cb.hbsp.harvard.edu/cbmp/access/49447411 (registration with Harvard Business Publishing is required). It contains a set of cases we will discuss in class.

Optional Reading:
"Matching Supply with Demand: An Introduction to Operations Management" by Cachon, G. and C. Terwiesch. New York, NY: McGraw&Hill / Irwin, 3rd edition. ISBN: 978-0073525204. The book is **optional**. All of the material covered on the assignments and exams will be available on the slides.

ELEARNING RESOURCES:

Course Notes:
Before each lecture, a PDF version of the slides will be posted. Most of the time, these slides will be incomplete and you will be expected to fill in the blanks in class. Partially completed slides will be posted by the end of each class day.

Assignments and Solutions:
Homework assignments will be posted at least 5 days before their due date. Solutions will be posted within one week after a homework assignment is due.

Practice problems:
Practice problems and solutions will be made available. These will closely resemble the questions on the exams.

Grades:
Grades on exams and assignments will be posted on eLearning. Please check that the posted grade matches the grade on your paper copy and notify the TA as soon as possible in case of a discrepancy.

GRADING:

The course grades will be assigned based on the following points,

Item	Percentage
Homework (11)	30%
Exam 1	30%
Exam 2	30%
Class Participation	10%

Your final letter grade will be determined relative to your classmates.

Exams
Exam 1 covers the materials from sessions 1-6. Exam 2 covers sessions 8-13. There are no comprehensive exams. Both exams will be held **in the testing center**, they will be **open book and open notes, and formula sheet will be provided**. Do remember to bring your **calculator**.

Missing an exam without the instructor's authorization will result in a score of 0**.** If you are aware of circumstances that will result in absence from an exam, you need to have authorization from your instructor two weeks prior to the exam.

Any concern regarding the grading of exams should be addressed directly to the instructor, no later than **two weeks** after the graded exam is returned in class.

Homework

Homework assignments are to be done individually. They should be submitted online via eLearning. **The due dates for homework are always the midnight before next session. No late homework assignments will be accepted**.

Class Participation

Bring a **nameplate** to every class. Regular attendance at all class meetings is expected. Students are expected to prepare before class when a case is to be discussed. Points for class participation are earned through in-class discussions.

COURSE POLICIES:

- Academic dishonesty results into a 0 score for the corresponding work. In particular, cheating in a homework results into 0 score for the homework; cheating in an exam results into 0 score for that exam.
- No cellphone / laptop / tablet in class.
- Extra credit work will not be given under any circumstance.
- Legitimated excuse for absence: illness (proof from doctor required), observation of religious holy days, or other situation with the instructor's authorization.
- Late homework assignment will not be accepted.

COURSE TOPICS and SCHEDULES

Session	Date	Topic	Class Material	Homework
1	8/23	Introduction & Process Description		1
2	8/30	Process Performance Evaluation & Improvement I	Case - Kristen's Cookie	2
3	9/6	Process Performance Evaluation & Improvement II		3
4	9/13	Process Performance Evaluation & Improvement III	Case - National Cranberry	4
5	9/20	Project Evaluation & Improvement		5
6	9/27	Inventory Management - Economic Order Quantity		6
7	10/8	Exam I		
8	10/11	Inventory Management - Newsvendor		7
9	10/28	Inventory Management - Newsvendor	Case - L.L. Bean	8
10	10/25	Queuing Theory		9
11	11/1	Quality Evaluation & Improvement	Game - House Building	10
12	11/8	Linear Programming		11
	11/15	Conference travel, no class		
	11/22	Thanksgiving		
13	11/29	Supply Chain Coordination	Game - Beer Game	
14	12/3	Exam II		