

**Course Syllabus**  
**OPRE 6302 (Section 0W1)**  
Jindal School of Management  
The University of Texas at Dallas

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## **Course Information**

### **Course**

Course Number/Section	OPRE 6302.0W1
Course Title	Operations Management
Term and Dates	Fall 2016 (August 22 – December 12)

### **Professor Contact Information**

Professor	Milind Dawande
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### **Course Pre-requisites, Co-requisites, and/or Other Restrictions**

STAT 5311 or OPRE 6301

### **Course Description**

Operations Management is a dynamic discipline. It involves a study of the operational issues relevant to the numerous activities and processes involved in offering products and services in a highly competitive global environment.

This course provides an introduction to the concepts and analytic methods that are useful in understanding the management of a firm's operations. The level of analysis varies considerably, from operations strategy to daily control of business processes and inventory.

The objective of this course is to assist students in building the skills necessary to participate actively in decision-making involving operations management issues. The course provides exposure to:

- Concepts and tradeoffs associated with a firm's operations,
- An introduction to the basic analytical tools useful in examining operations issues, and
- An opportunity to gain experience in tackling operations management problems.

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

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:

1. Describe and explain services, manufacturing, just-in-time, and total quality management strategies.
- 2a. Derive and compute optimal decisions, and performance measures such as costs and profits.
- 2b. Develop analytical thinking in operations practices.

### **Required Textbooks and Materials**

#### **Required Texts**

**Text:** Managing Business Process Flow by R. Anupindi, S. Chopra, S.D. Deshmukh, J.A. Van Mieghem, E. Zemel, Second or Third Edition, Pearson

#### **Required Materials**

**Cases:** We have the following four cases:

1. Shouldice Hospital Limited: Harvard 9-683-068
2. National Cranberry Cooperative: Harvard 9-675-014
3. CRU Computer Rental Case KEL017-PDF-ENG (available on hbr.org)
4. Macpherson Refrigeration Limited: IVEY, 9A93D021

Students can buy cases 1, 2, and 3 from hbr.org. Case 4 can be obtained from Ivey publishing.

#### **Additional Sources:**

I will be using some material from the following text. Students are not required to purchase this text; my lecture slides are sufficient for a good understanding of the material.

Text: Production/Operations Management by William J. Stevenson, Sixth (or later) Edition, Irwin/McGraw-Hill, 1999.

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..

### **Technical Requirements**

In addition to a confident level of computer and Internet literacy, certain minimum technical requirement must be met to enable a successful learning experience. Please review the important [technical requirements and the web browser configuration information](#) on the Getting Started with eLearning webpage <http://www.utdallas.edu/elearning/students/getting-started.html>.

## Course Access and Navigation

The course can be accessed using the UT Dallas NetID account at: <https://elearning.utdallas.edu>. Please see the course access and navigation <http://www.utdallas.edu/elearning/students/getting-started.html#courseaccessandnav> section of the site for more information.

To become familiar with the eLearning tool, please see the Student eLearning Tutorials <http://www.utdallas.edu/elearning/students/eLearningTutorialsStudents.html>.

UT Dallas provides eLearning technical support 24 hours a day/7 days a week. The eLearning Support Center <http://www.utdallas.edu/elearninghelp> services include a toll free telephone number for immediate assistance (1-866-588-3192), email request service, and an online chat service.

## Communications

This course utilizes online tools 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 <http://www.utdallas.edu/elearning/students/eLearningTutorialsStudents.html> for video demonstrations on eLearning tools.

Student emails and discussion board messages will be answered within 3 working days under normal circumstances.

## Distance Learning Student Resources

Online students have access to resources including the McDermott Library, Academic Advising, The Office of Student AccessAbility, and many others. Please see the eLearning Current Students page <http://www.utdallas.edu/elearning/students/cstudents.htm> for details.

## Student Assessments

### Grading Information

#### Weights

Final Exam	35	35 %
Midterm Quiz	15	15 %
Case 1	05	05 %
Case 2	10	10 %
Case 3	10	10 %
Case 4	10	10 %
Assignment 1	05	05 %
Assignment 2	05	05 %
Assignment 3	05	05 %
Total	100	100%

#### Accessing Grades

Students can check their grades by clicking “My Grades” under Course Tools after the grade for each assessment task is released.

### Course Policies

#### *Make-up exams*

There will be no make-up exams.

#### *Late Work*

Late work will not be accepted.

#### *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 activities, conference sessions and group projects.

#### *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 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>. The instructor and the eLearning Help Desk will work with the student to resolve any issues at the earliest possible time.

## **Assignments**

Assignments must be returned on the specified due dates. You may discuss the assignments with others but make sure that you complete the work independently.

### **Number of Assignments: 3**

The discussion board can be utilized to exchange ideas or to seek hints on how to get started on the assigned problems. This is intended to provide an active learning environment; therefore, such exchanges should be limited to “conceptual discussions”, as opposed to the posting of detailed solutions. Thus, it is the responsibility of each student to prepare and submit written solutions to the assignments *independently*. The solution to each assignment will be posted after its due date.

## **Group Projects**

**Case projects:** Case study reports must be returned on the specified due dates. These are group projects. **A group signup sheet will be available on eLearning; within the first three days of the semester (i.e., by August 24) students must assign themselves to a group using this signup sheet, with each group consisting of no more than five students.** Each group selects a representative and informs the instructor the name of the group representative. The group representative is responsible for submitting the project report on behalf of his/her group. The names of group members must be printed on the front page of the report.

### **Number of case projects: 4.**

A short report (about 3 pages) is required for the first case. The remaining three cases require a full report (typically about 8 to 10 pages).

Students switching groups is not encouraged. However, if a student wants to switch to a group, then he/she must find a student in the target group who is willing to switch to his/her group. Once this mutual switch is agreed upon, both students must inform the instructor about the switch -- no later than **August 26, 2016**.

Each group can use the available group tools under its own group area in the course to communicate and collaborate within the group. Teams can schedule a live web conference for team work. Please see [Web Conferencing Page](#) for instructions on making a reservation and other web conference information.

## **Assignment submission instructions**

Locate the assignment in your eLearning course. You will submit your assignments in the required file format 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). 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 assignment due time. 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.

For the team project assignment, one group member will submit the assignment for the group and all group members will be able to view the results and feedback once it's been graded.

### Online Midterm

Our mid-term quiz will be held online on **October 7-8**. The format will be multiple-choice questions. The time limit for the midterm is 2 hours. The syllabus will span the material covered in all the lectures before the quiz.

You can access quizzes/exams by clicking the Exams link on the course menu or see the quiz/exam link on the designated page. Each quiz is timed and can be accessed only one time within the scheduled time window. 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 review your graded submission.

### Online Proctored Final Exam Information

This course requires an online proctored final examination. The time limit for the final exam is 2 hours 45 minutes. Local students can take their exams on-campus at the **UTD Testing Center** (no fee charged) on **Friday, December 9**. Please see the [UTD Student Success Center - Testing Center Website](#) for more information and check the hours of operation and testing center policies. Please be sure to view and follow the **Test Center Student Guidelines** found on the Testing Center main page. **Students need to reserve their respective time slots (during which they wish to take the exam on December 9) with the UTD Testing Center.** Please see the **RESERVE-A-SEAT** online application found on the Testing Center main page. The UTD Testing Center is located at the McDermott Library basement (**Room MC 1.401**). When you arrive to take your exam, you will sign in with your **Comet Card** (or a **photo ID & UTD ID number**, if you do not have a Comet Card). Students are required to bring a **Scantron form (Form 882-E)** to the exam. Please watch course announcements in case of any final exam procedure updates.

Students who find UTD geographically inconvenient may use a testing service of their choice at a convenient location to have the exam proctored on **Friday, December 9**. Students using an outside testing service **must** inform the instructor. A proctored exam application must be completed by **Friday, November 4**. Please go to the [Proctored Exam Information](#) page to access and complete the **Proctored Exam Application Form** and find all the detailed information and procedures on arranging a proctored exam. All completed exams must be received by **Monday, December 12** to allow timely grade reporting to the UTD Registrar.

The UTD Testing Center requests all students who need to use testing services 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](mailto:TestingCenter@utdallas.edu).

## Academic Calendar

WEEK	DATES	TOPIC/LECTURE	READING	ASSIGNMENT/ACTIVITY
0	August 22	Course Access and Self-Orientation		
1	Aug 22-28	Lecture 1	Chap. 1, 2 (main text) Chap. 1, 2 (Stevenson)	Shouldice Hospital Case Report due: Sep 5
2	Aug 29-Sep 4	Lecture 2	Chap. 1, 2 (main text) Chap. 1, 2, 6 (Stevenson)	Tutorial #0 Tutorial #1
3	Sep 5-11	Lecture 3	Chap. 3, 4 (main text)	Assignment 1 Due: Sept 26 Tutorial #2
4	Sep 12-18	Lecture 4	Chap. 3, 4 (main text)	CRU Case Report due: Oct 3
5	Sep 19-25	Lecture 5	Chap. 4, 5 (main text)	Tutorial #3
6	Sep 26-Oct 2	Lecture 6	Chap. 6 (main text) Chap. 3, 13, 16 (Stevenson)	
7	Oct 3-9	Lecture 7 (short) Discuss NCC Case		NCC Case Report due: Oct 17 Tutorial #4
	Oct 7-8	Mid-term Quiz (Quiz open: Oct 7-8)		
8	Oct 10-16	Lecture 8	Chap. 7 (main text) Chap. 13 (Stevenson)	Assignment 2 Due: Oct 31 Tutorial #5
9	Oct 17-23	Lectures 9 and 10	Chap. 9 (main text) Chap. 9, 10, 11 (Stevenson)	Tutorial #6
10	Oct 24-30	Lecture 11	MRP Chap. 14 (Stevenson)	Tutorial #7
11	Oct 31-Nov 6	Lecture 12	Aggregate Planning Chap. 12 (Stevenson)	Assignment 3 Due: Nov 21 Tutorial #8
12	Nov 7-13	Lecture 13	Aggregate Planning Linear Programming	MacPherson Refrigeration Case

			Chap. 12 (Stevenson)	Report due: Dec 5 Tutorial #8
13	Nov 14-20	Lecture 14	Chap. 10 (Main text) Chap. 15 (Stevenson)	Tutorial #8
14	Nov 21-27	Fall Break		
15	Nov 28-Dec 4	Review and prepare for the Final Exam		
16	Dec 9	Final Exam: On-campus: Dec 9; Proctored: Dec 9.		

**Practice Problems:** These problems will help the students apply the concepts discussed during the lectures. Students are free to discuss these problems amongst themselves and need not submit the solutions. The solutions to each set of practice problems will be posted a week after the set is posted.

WEEK	DATE	PRACTICE PROBLEMS	REMARKS
2	Aug 29 – Sept 4	Tutorial #0 Tutorial #1	Discuss Do not submit
3	Sep 5-11	Tutorial #2	Discuss Do not submit
5	Sep 19-25	Tutorial #3	Discuss Do not submit
7	Oct 3-9	Tutorial #4	Discuss Do not submit
8	Oct 10-16	Tutorial #5	Discuss Do not submit
9	Oct 17-23	Tutorial #6	Discuss Do not submit
10	Oct 24-30	Tutorial #7	Discuss Do not submit
11-13	Oct 31-Nov 20	Tutorial #8	Discuss Do not submit

### Comet Creed

This creed was voted on by the UT Dallas student body in 2014. It is a standard that Comets choose to live by and encourage others to do the same:

*“As a Comet, I pledge honesty, integrity, and service in all that I do.”*



## 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.***