

## *Online/Blended Course Syllabus*

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### **Course Information**

|                              |                              |
|------------------------------|------------------------------|
| <i>Course Number/Section</i> | OPRE 6302.0W1, SYSM 6334.0W1 |
| <i>Course Title</i>          | Operations Management        |
| <i>Term</i>                  | Summer 2016                  |

### **Professor Contact Information**

|                            |                         |
|----------------------------|-------------------------|
| <i>Professor</i>           | Shengqi Ye              |
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| <i>Online Office Hours</i> | By appointment          |

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

OPRE 6301

### **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/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:

- 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.

### **Required Textbooks and Materials**

#### *Required Texts*

“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.

#### *Required Materials*

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.

### **Suggested Course Materials**

None

Textbooks and some other bookstore materials can be ordered online through Off-Campus Books <http://www.offcampusbooks.com> or the UT Dallas Bookstore <http://www.bkstr.com/texasatdallasstore/home>. 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 requirements must be met to enable a successful learning experience. Please review the important technical requirements <http://www.utdallas.edu/elearning/students/getting-started.html#techreqs> 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.

### **Communication**

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.

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

The University is committed to providing a reliable learning management 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 online 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 & Academic Calendar

| UNIT/<br>DATES         | TOPIC/LECTURE                                       | READING   | ASSESSMENT /<br>ACTIVITY   | DUE<br>DATE       |
|------------------------|---|---|--|-------------------|
| 1<br>05/23-05/30       | Introduction &<br>Process Description               | Cachon and<br>Terwiesch 2.1,<br>2.2, 3.1, 3.2, 3.3    | HW 1 –<br>Process Description                                    | 05/30             |
| 2<br>05/31-06/05       | Process Performance<br>Evaluation & Improvement I   | Cachon and<br>Terwiesch 3.4,<br>3.5, 4.1 to 4.4       | HW 2 –<br>Process Performance<br>Evaluation &<br>Improvement I   | 06/05             |
| 3<br>06/06-06/12       | Process Performance<br>Evaluation & Improvement II  | Cachon and<br>Terwiesch 3.6,<br>7.1 to 7.3            | HW 3 –<br>Process Performance<br>Evaluation &<br>Improvement II  | 06/12             |
| 4<br>06/13-06/19       | Process Performance<br>Evaluation & Improvement III | none  | HW 4 –<br>Process Performance<br>Evaluation &<br>Improvement III | 06/19             |
| 5<br>06/20-06/26       | Project Management                                  | Cachon and<br>Terwiesch 5.1 to<br>5.5                 | HW 5 –<br>Project Management                                     | 06/26             |
| 6 & 7<br>06/27-07/03   | Linear Programming I & II                           | none  | HW 6 & 7 –<br>Linear Programming I<br>& II                       | Both Due<br>07/03 |
| Week of<br>07/04-07/10 | <b>Exam I from 7/7-7/10</b>                         |   |  | <b>7/7-7/10</b>   |
| 8<br>07/11-07/17       | EOQ   | Cachon and<br>Terwiesch 7.6 and<br>7.7                | HW 8 –<br>EOQ  | 07/17             |
| 9 & 10<br>07/18-07/24  | Newsvendor Problem                                  | Cachon and<br>Terwiesch 12.1 to<br>12.8, 17.3 to 17.5 | HW 9 & 10 –<br>Newsvendor Problem                                | Both Due<br>07/24 |
| 11<br>07/25-07/31      | Queueing Theory                                     | Cachon and<br>Terwiesch 8.1 to<br>8.6, 8.9, 2.3, 2.4  | HW 11 –<br>Queueing Theory                                       | 07/31             |

|                        |  |   |  |                  |
|------------------------|--|---|--|------------------|
| 12<br>08/01-08/06      | Quality Management &<br>Toyota Production System | Cachon and<br>Terwiesch 10.1 to<br>10.5, Chapter 11 | HW 12 –<br>Quality Management<br>& Toyota Production<br>System | 08/06            |
| Week of<br>08/07-08/10 | <b>Exam II from 8/7/-8/10</b>                    |   |  | <b>8/7/-8/10</b> |

### Proctored Final Exam Procedures

Your course has a proctored exam requirement, please see the Student Success Center Proctored Exam website [http://www.utdallas.edu/studentsuccess/testingcenter/proctored\\_exams/index.html](http://www.utdallas.edu/studentsuccess/testingcenter/proctored_exams/index.html) to make arrangements.

Please keep in mind all students must reserve a seat if taking a test at the UTD testing center. If you must take the exam outside of UTD, All students must inform the instructor of their outside testing location. A proctored exam application must be completed 3 weeks prior to the date of the test.

Exam 1 covers the materials from modules 1-7. Exam 2 covers modules 8-12. There are no comprehensive exams. Both exams should be held **in a testing center**, they will be **open book and open notes**. **\*If you do take notes into the testing center, you cannot take them with you. You must hand them into the testing center.\*** You are allowed to use **calculator**, but no cellphone/laptop/tablet.

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.

### Grading Policy

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

| Item          | Percentage |
|---------------|------------|
| Homework (12) | 40%        |
| Exam 1        | 30%        |
| Exam 2        | 30%        |

The final grade bases on the following percentage thresholds:

0 F 73 C 77 C+ 80 B- 83 B 87 B+ 90 A- 93 A 100

### Homework

Homework assignments are to be done individually. They should be submitted online via eLearning. The homework serves more as practices – it allows infinite number of attempts, and takes the highest grade.

## **Course Policies**

### *Make-up exams*

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, and schedule your make-up exam with the TA.

### *Extra Credit*

Extra credit work will not be given under any circumstance.

### *Late Work*

Late homework assignment will not be accepted under any circumstance.

## **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.”

## **UT Dallas Syllabus Policies and Procedures**

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.

***The descriptions and timelines contained in this syllabus are subject to change at the discretion of the Professor.***