

## **OPRE 3310-003 - Operations Management**

Spring 2017 ::: Tu - Th 4:00-5:15 ::: JSOM 12.206

**Professor: Dr. Avanti Sethi**

Office: SOM 3.212

Phone: 972-883-5816 (Please do not leave a message)

e-mail: See below

Office Hours: Tue, Thu 2:45 - 3:45

**Prerequisites:** MATH 1326, MATH 2333

**Corequisite:** OPRE 3360 or STAT 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, 12th Edition, Irwin/McGraw Hill, ISBN: 9780077640415; 9780077640422; 9780078024108

**Class Participation:** You are expected to attend every class and to actively participate in the discussion and activities.

**Tests:** There will be 3 tests (100 points each) and many quizzes (50 points total) as shown in the table below. The tests will be at the testing center at the main UTD campus. The quizzes are to be done on your computer and submitted via online. Details will be provided in the class. **You'll have 2 weeks after the test results are available to go over your test and dispute any grading related issue. After that, your score will be final.**

**Grading Policy:** Your final grade will be determined based on the following cut-off scores.

Letter grade	A+	A	B+	B	C+	C	D+	D
Percentage	95%	90%	85%	80%	75%	70%	65%	60%

**eLearning:** Your course eLearning site will be used in several important ways throughout the semester. All grades will be posted as soon as grading has been completed. A copy of the course syllabus will be available at all times, and you will be notified of any changes made during the semester. Also, discussion boards are available for your use.

**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 4-9 hours outside of class every week on OPRE6301 homework and studying.

**e-mail:** Please email to [asethi@utdallas.edu](mailto:asethi@utdallas.edu). Make sure that you put OPRE 3310 as your 1<sup>st</sup> line in the message body / subject otherwise your email may get lost.

# OPRE 3310-003:: Tentative Class Schedule

1	Tue	10-Jan	Ch 1: Introduction	
	Thu	12-Jan	Ch 2: Productivity	
2	Tue	17-Jan	Ch 2: Productivity	
	Thu	19-Jan	Ch 3: Forecasting	
3	Tue	24-Jan	Ch 3: Forecasting	
	Thu	26-Jan	Ch 3: Forecasting	
4	Tue	31-Jan	Ch 5: Capacity Planning	
	Thu	2-Feb	Ch 5: Capacity Planning	
5	Tue	7-Feb	Ch 4S: Reliability	
	Thu	9-Feb	Ch 4: Product Design	
6	Tue	14-Feb	Ch 4: Product Design	
	Thu	16-Feb	Ch 7S: Learning Curve	
7	Tue	21-Feb	Review Test 1	
	Thu	23-Feb	Test 1 at Testing Center	Ch 1, 2, 3, 4, 4S, 5
8	Tue	28-Feb	Ch 12: MRP	
	Thu	2-Mar	Ch 13: Inventory	
9	Tue	7-Mar	Ch 13: Inventory	
	Thu	9-Mar	Ch 14: Lean Production	
10	Tue	14-Mar	Spring break	
	Thu	16-Mar	Spring break	
11	Tue	21-Mar	Ch 14: Lean Production	
	Thu	23-Mar	Ch 15: Supply Chain	
12	Tue	28-Mar	Review Test 2	
	Thu	30-Mar	Test 2 at Testing Center	Ch 7S, 12, 13, 14, 15
13	Tue	4-Apr	Ch 8: Location	
	Thu	6-Apr	Ch 8: Location	
14	Tue	11-Apr	Ch 6: Facilities Management	
	Thu	13-Apr	Ch 6: Facilities Management	
15	Tue	18-Apr	Ch 9: Quality Control	
	Thu	20-Apr	Ch 10: Quality Control	
16	Tue	25-Apr	Ch 10S: Quality Control	
	Thu	27-Apr	Rewview Test 3	
17	Tue	2-May	Test 3 at Testing Center	Ch 6, 8, 9, 10S

Points	Event	Available	Finish by	Chapters
100	Test 1	Thu 2/23 9:00 AM	Thu 2/23 9:00 PM	1,2,3,4,4S, 5
100	Test 2	Thu 3/30 9:00 AM	Thu 3/30 9:00 PM	7S,12,13,14,15
100	Test 3	Tue 5/2 9:00 AM	Tue 5/2 9:00 PM	6,8,9,10,10S
23	Quiz 2, 3, 4, 4S, 5	Tue 1/10 1:00 PM	Sun 2/19 11:59 PM	Ch 2, 3, 4, 4S, 5
18	Quiz 7S, 12, 13	Tue 2/21 1:00 PM	Sun 3/26 11:59 PM	Ch 7S, 12, 13, 14, 15
9	Quiz 6, 8, Quality	Tue 3/28 1:00 PM	Wed 4/26 11:59 PM	Ch 6, 8, 9,10, 10S

There will be short online quizzes from various chapters. You can work on your own computer and take help from fellow students. You'll have two attempt for each quiz; your score will be the best of the two. The purpose of these quizzes is to make you learn the material and make you ready for the tests. You must read and follow the Test / Quiz guidelines available on our class page. We'll discuss the details during our 1<sup>st</sup> class.

The tests are 100 points each. and are to be done on the computer at the testing center (in the basement of UTD Library). These are designed to be 120-minute long, however, you'll have 150 minutes to finish. **Bring a 5"x7" cheat-card (written both sides). Calculator and scratch paper will be provided.**

**Make-up test:** If you have to miss a test because of a scheduled business meeting, you must **e-mail me** about 1 week before the test and provide possible make-up days. You can take the test either early or within 3 days of the test date. If you missed a test for medical reasons, you must notify me within 24 hrs and take the test as soon as possible. You must submit proper medical documents to support your case.

**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.; Tue 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.