

**Course Information**

<i>Course Number/Section</i>	OPRE 3310-009 (86662)
<i>Course Title</i>	Operations Management
<i>Term</i>	Fall 2017, August 21 – December 6, 2017
<i>Location</i>	JSOM 2.112
<i>Class time</i>	Friday, 4:00 – 6:45 pm

**Professor Contact Information**

<i>Professor</i>	Jim Hogan, CPSM, C.P.M., CPIM
<i>Office Phone</i>	469.766.3366
<i>Other Phone</i>	
<i>Email Address</i>	Use UTD email, <a href="mailto:jwh085000@utdallas.edu">jwh085000@utdallas.edu</a> or elearning messages
<i>Office Location</i>	JSOM – 3.428
<i>Office Hours</i>	By appointment, 3:00 – 4:00 pm Fri
<i>Other Information</i>	no TA assigned

**About the Instructor**

Jim Hogan, CPSM, C.P.M., CPIM, is an Adjunct Instructor and Lecturer in the Jindal School of Management. He teaches undergraduate and graduate courses in Operations and Supply Chain Management. He joined UTD in 2009 and has worked in industry for over 30 years in various Operations, Purchasing, Procurement, Materials, and Supply Chain Management roles. He has a background in manufacturing and government industry sectors with leadership assignments at General Electric, Trane, Carrier, Applied Materials, FSI International, AMX Corporation, Steelcase, Brooks Instrument and Choctaw Nation of Oklahoma.

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

MATH 1326 or MATH 2 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, 12<sup>th</sup> Edition  
ISBN 978-0-07-802410-8  
Irwin/McGraw Hill

(10<sup>th</sup> or 11<sup>th</sup> edition of same text may also be used as well as loose-leaf editions.) DO NOT PURCHASE ANY EDITION EARLIER THAN 10<sup>TH</sup> EDITION. Newer 13<sup>th</sup> edition can also be used.

#### *Required Materials*

Calculator (any)

#### **Suggested Course Materials**

##### *Suggested Readings/Texts*

None

##### *Suggested Materials*

Laptop or notebook computer – lectures and assignments will be posted in elearning.

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.

#### **Course Policies**

##### **Makeup Exams**

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

##### **Extra Credit**

There will not be many Extra Credit opportunities. Extra credit opportunities will be announced during the semester, if text and/or homework scores are not satisfactory.

##### **Late Work**

There will be a 24 hour grace period to submit homework assignments after the due date/time. However, there will be a 10% 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. Homework should be submitted through the Assignments feature in e-learning. Attaching homework to email or e-learning messages is NOT a valid method of submitting homework.

##### **Special Assignments**

NA

##### **Class Participation**

Students are encouraged to participate in all class activities such as class exercises, homework and possible group projects. Your instructor communicates weekly with students during lectures and with elearning messages. You should check for new e-learning messages, announcements and discussion posts every day.

##### **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.

## Classroom Citizenship

Use of phones and laptops in class can be distracting to others. Phone and laptop use shall be closely controlled and limited as follows;

- Phones – please put on vibrate and refrain from answering them except in an emergency. Take emergency calls outside the classroom.
- Phones – do not text in class. Do not use email in class. Do not browse the web in class.
- Laptops – use your laptop to take notes and participate in assignments only. Same restrictions of use apply – no email, no web browsing unless specific to class assignment.

## Testing

All exams will be administered through elearning and at the UTD Testing Center. The Student Testing Center is located in basement of the McDermott Library, Room MC 1.401. Typical hours of operation are shown below and they are closed most holidays.

- Monday – Friday: 8:30am – 9pm
- Saturday: 9am – 1pm

- Sunday: Closed

Your instructor will tell you what dates are available for you to take your exams. Appointments to take exams in the Testing Center are required. It is your responsibility to reserve a seat for your exam through the [RESERVE-A-SEAT](#) application. Walk-ins are not allowed.

It is important that Students read and heed the Testing Center rules and regulations in advance of making appointment and arriving for testing session.

Some quizzes will be held in class.

**Assignments & Academic Calendar – no class 24 Nov due to Fall Break)**

<b>Unit / Dates</b>	<b>Topic / Lecture</b>	<b>Reading</b>	<b>Assessment/Activity</b>	<b>Due Date</b>
1 Fri 8/25	Introduction to Operations Management	Preface, Note to Students, Contents, Syllabus, Chapter 1	Syllabus Quiz Student Survey Video – Nestle OM	
2 Fri 9/1	Competitiveness, Strategy, Productivity	Chapter 2	None	
3 Fri 9/8	Forecasting	Chapter 3		
4 Fri 9/15	Forecasting, Product & Service Design	Chapter 4	Homework 1	
5 Fri 9/22	Product & Service Design	Chapter 4 Exam Review	Exam 1 <b>Wed 9/20</b> Chap 1,2,3,4 Testing Center	
6 Fri 9/29	Management of Quality	Chapter 9	Exam Review	
7 Fri 10/6	Quality Control	Chapter 10		
8 Fri 10/13	Supply Chain Management	Chapter 15		
9 Fri 10/20	Project Management	Chapter 17		
10 Fri 10/27	Exam Review		Exam 2 Chap 9,10,11,15 <b>Wed 10/25</b> Testing Center	
11 Fri 11/3	Inventory Management	Chapter 13	Exam Review	
12 Fri 11/10	Inventory Management		Assessment Quiz Wed 11/8	
13 Fri 11/17	Aggregate Planning	Chapter 11		
14 Fri 12/1	MRP / ERP	Chapter 12		No class Fri 11/24
15 Fri 12/8	JIT and Lean Operations	Chapter 14	Exam Review	
16 Sat - Mon 12/9 – 12/11			Exam 3 Chap 11,12,13,14 Testing Center	

## **Proctored Final Exam Procedures at Testing Center – Exams 1,2,3 will be administered in Testing Center.**

If 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.

The Student Success Testing Center is located in the Basement of The McDermott Library, Room MC 1.401. Hours of operation Mon-Fri 8:30 am – 9 pm, Sat 9 am – 1 pm.

Your instructor will tell you what dates are available for you to take your exams. Appointments to take exams in the Testing Center are required. It is your responsibility to reserve a seat for your exam through the [RESERVE-A-SEAT](#) application. Walk-ins are not allowed.

### **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. Your instructor will change a final letter grade if a calculation error is made. Therefore your instructor requests students to NOT request a final letter grade change or any special consideration or additional extra credit assignments.

### **Weights**

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

### **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 on 4 of 5 homework assignments 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

### **Group Projects**

None

### **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
- Upload (attach) your file(s).
- Click the Submit button. (**NOTE: IF YOU DO NOT CLICK SUBMIT YOU HAVE NOT SUBMITTED YOUR ASSIGNMENT**).

You must click the SUBMIT button for your assignment to be submitted.

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. Your homework should be graded on a scale of 0-100 points no later than two weeks after submission.

### **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 below constitutes the University's policies and procedures segment of course syllabi and may be referenced by faculty members in their course syllabi.

Please use the following permanent address when referring to this page: <http://go.utdallas.edu/syllabus-policies>

### **Sharing Confidential Information**

Students considering sharing personal information in email, in person, or within assignments or exams should be aware that faculty members and teaching/research assistants are required by UT Dallas policy to report information about sexual misconduct to the UT Dallas Title IX Coordinator. Per university policy, faculty have been informed that they must identify the student to the UT Dallas Title IX Coordinator. Students who wish to have confidential discussions of incidents related to sexual harassment or sexual misconduct should contact the Student Counseling Center (972-883-2527 or after hours 972-UTD-TALK or 972-883-8255), the Women's Center (972-883-8255), a health care provider in the Student

Health Center (972-883-2747), the clergyperson (or other legally recognized religious advisor) of their choice, or an off-campus resource (i.e., rape crisis center, doctor, psychologist). Students who are sexually assaulted, harassed, or victims of sexual misconduct, domestic violence, or stalking, are encouraged to directly report these incidents to the UT Dallas Police Department at 972-883-2222 or to the Title IX Coordinator at 972-883-2218. Additional information and resources may be found at <http://www.utdallas.edu/oiec/title-ix/resources>.

### **Campus Carry**

The University's concealed handgun policy is posted on the campus carry website: <https://www.utdallas.edu/campuscarry/>

### **Technical Support**

If you experience any issues with your UT Dallas account, contact the UT Dallas Office of Information Technology Help Desk: [assist@utdallas.edu](mailto:assist@utdallas.edu) or call 972-883-2911.

UT Dallas 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 Helpdesk: <http://www.utdallas.edu/elearning/eLearningHelpdesk.html>.

### **Field Trip Policies, Off-Campus Instruction and Course Activities**

Off-campus, out-of-state, foreign instruction/travel, and course-related field trip activities are subject to state law and University policies and procedures regarding travel and risk-related activities.

Detailed information regarding this policy, in accordance to *Texas Education Code*, Section 51.950, can be accessed at the UT Dallas Policy Navigator, <http://policy.utdallas.edu/utdbp3023>, and at <http://www.utdallas.edu/administration/insurance/travel>. Additional information is available from the office of the school dean.

### **Student Conduct and Discipline**

The University of Texas System (Regents' Rule 50101) 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 UT Dallas online catalogs (<http://catalog.utdallas.edu>).

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 Student Code of Conduct, UTDSP5003 (<http://policy.utdallas.edu/utdsp5003>). Copies of these rules and regulations are available to students in the Office of Community Standards and Conduct, where staff members are available to assist students in interpreting the rules and regulations (SSB 4.400, 972-883-6391) and online at <https://www.utdallas.edu/conduct/>.

A student at the University neither loses their 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 its 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 demonstrates a high standard of individual honor in his or her scholastic work.

**Academic Dishonesty:** Academic dishonesty can occur in relation to any type of work submitted for academic credit or as a requirement for a class. It can include individual work or a group project. Academic dishonesty includes plagiarism, cheating, fabrication, and collaboration/collusion. In order to avoid academic dishonesty, it is important for students to fully understand the expectations of their professors. This is best accomplished through asking clarifying questions if an individual does not completely understand the requirements of an assignment.

Additional information related to academic dishonesty and tips on how to avoid dishonesty may be found here: <https://www.utdallas.edu/conduct/dishonesty/>.

## Copyright Notice

It is the policy of the University of Texas at Dallas to adhere to the requirements of the United States Copyright Law of 1976, as amended, (*Title 17, United States Code*), including ensuring that the restrictions that apply to the reproduction of software are adhered to and that the bounds of copying permissible under the fair use doctrine are not exceeded. Copying, displaying, reproducing, or distributing copyrighted material may infringe upon the copyright owner's rights. Unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, may subject students to appropriate disciplinary action as well as civil and criminal penalties. Usage of such material is only appropriate when that usage constitutes "fair use" under the Copyright Act. For more information about the fair use exemption, see <http://copyright.lib.utexas.edu/copypol2.html>. As a UT Dallas student, you are required to follow UT Dallas' copyright policy (UTDPP1043 at <http://policy.utdallas.edu/utdpp1043>) and the UT System's policy, UTS107 at <http://www.utsystem.edu/board-of-regents/policy-library/policies/uts107-use-copyrighted-materials>.

## 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. All official student email correspondence will be sent only to a student's UT Dallas email address and UT Dallas will only consider email requests originating from an official UT Dallas student email account. This allows the University to maintain a high degree of confidence in the identity of each individual's corresponding via email and the security of the transmitted information. The University of Texas at Dallas furnishes each student with a free email account that is to be used in all communication with university personnel. The Office of Information Technology provides a method for students to have their UT Dallas mail forwarded to other email accounts. To activate a student UT Dallas computer account and forward email to another account, go to <http://netid.utdallas.edu>.

## Class Attendance

Regular and punctual class attendance is expected. Students who fail to attend class regularly are inviting scholastic difficulty. Absences may lower a student's grade where class attendance and class participation are deemed essential by the instructor. In some courses, instructors may have special attendance requirements; these should be made known to students during the first week of classes.

## Withdrawal from Class

The administration at UT Dallas has established deadlines for withdrawal from any course. These dates and times are published in the Comet Calendar (<http://www.utdallas.edu/calendar>) and in the Academic Calendar (<http://www.utdallas.edu/academiccalendar>). It is the student's responsibility to handle withdrawal requirements from

any class. In other words, a professor or other instructor cannot drop or withdraw any student unless there is an administrative drop such as the following:

- Have not met the prerequisites for a specific course
- Have not satisfied the academic probationary requirements resulting in suspension
- Office of Community Standards and Conduct request
- Have not made appropriate tuition and fee payments
- Enrollment is in violation of academic policy
- Was not admitted for the term in which they registered

It is the student's responsibility to complete and submit the appropriate forms to the Registrar's Office and ensure that he or she will not receive a final grade of "F" in a course if he or she chooses not to attend the class after being enrolled.

### **Student Grievance Procedures**

Procedures for student grievances are found in university policy UTDSP5005 (<http://policy.utdallas.edu/utdsp5005>). In attempting to resolve any student grievance regarding disputes over grades, application of degree plan, graduation/degree program requirements, and thesis/and dissertation committee, adviser actions and/or decisions, evaluations, and/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 originated.

### **Incomplete Grade Policy**

As per university policy, incomplete grades may be given, at the discretion of the instructor of record for a course, when a student has completed at least 70% of the required course material but cannot complete all requirements by the end of the semester. An incomplete course grade (grade of 'I') must be completed within the time period specified by the instructor, not to exceed eight (8) weeks from the first day of the subsequent long semester. Upon completion of the required work, the symbol 'I' may be converted into a letter grade (A through F). If the grade of Incomplete is not removed by the end of the specified period, it will automatically be changed to F.

### **AccessAbility Services**

It is the policy and practice of The University of Texas at Dallas to make reasonable accommodations for students with properly documented disabilities. However, written notification from the Office of Student AccessAbility (OSA) is required. If you are eligible to receive an accommodation and would like to request it for this course, please discuss it with your professor and allow one week advance notice. Students who have questions about receiving accommodations, or those who have, or think they may have, a disability (mobility, sensory, health, psychological, learning, etc.) are invited to contact OSA for a confidential discussion. OSA is located in the Student Services Building, SSB 3.200. They can be reached by phone at 972-883-2098, or by email at [studentaccess@utdallas.edu](mailto:studentaccess@utdallas.edu).

### **Religious Holy Days**

The University of Texas at Dallas will excuse a student from class or other required activities, including examinations and travel time for the observance of a religious holy day for a religion whose places of worship are exempt from property tax under Section 11.20, of the *Texas Tax Code*.

Students are encouraged to notify the instructor or activity sponsor as soon as possible regarding the absence, preferably in advance of the assignment.

Excused students will be allowed to take missed exams or complete assignments 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 President of UT Dallas or from the President's designee. The chief executive officer or designee must take into account the legislative intent of *Texas Education Code* 51.911(b), and the student and instructor will abide by the decision of the chief executive officer or designee.

### **Resources to Help You Succeed**

The Office of Student Success operates the Student Success Center (SSC, <http://www.utdallas.edu/studentsuccess>), which offers assistance to students in the areas of writing, mathematics, communication, multiple science fields, reading, study skills, and other academic disciplines. These services are available through individual and small group appointments, workshops, short courses, and a variety of online and instructional technologies. All students enrolled at UT Dallas are eligible for these services.

The **Math Lab** gives short-term and semester long support for a variety of introductory and advanced mathematics courses. Students may drop in to visit with a math tutor on a regular basis. Comet card is required.

The **Writing Center** offers a collaborative learning environment for one-to-one and small group assistance with general and advanced writing assignments and overall writing skills. Scheduling an appointment is strongly recommended, but walk in appointments are possible if a tutor is available.

The **Peer Tutoring** program offers free tutoring assistance in multiple locations for many of the historically challenging undergraduate subjects at UT Dallas. Tutoring sessions, offered every weekday on a drop-in basis, are one-on-one or in a small group format. The sessions are designed to meet students' individual questions and needs related to course/subject concepts. All peer tutors are current UT Dallas students who made an A- or better in the course and have a strong faculty/staff recommendation. Students should check the Student Success Center website each semester for subject offerings and session times.

The **Peer-Led Team Learning (PLTL)** program provides an active, engaged learning experience for students who meet in small groups once a week with a Peer Leader who helps guide them through a potentially difficult gateway course. Students that attend sessions regularly typically earn a half to a whole letter grade higher than students that do not participate in the PLTL program.

**Supplemental Instruction (SI)** provides free, peer-facilitated weekly study sessions for students taking historically difficult courses. SI sessions encourage active, collaborative learning based on critical thinking and transferable study skills. SI leaders attend lectures, take notes, and read assigned material just like the enrolled students. Students should check the SSC website for subject and session times.

The **Communication Lab (CommLab)** offers one-on-one and group consultations where you will gain practical feedback for improving oral and group presentations.

**Success Coaches** are available for individual student appointments to discuss study skills, time management, note taking, test taking and preparation, and other success strategies.

The Student Success Center's main office is located in the McDermott Library Building and can be contacted by calling 972-883-6707 or by sending an email to [ssc@utdallas.edu](mailto:ssc@utdallas.edu).

### **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.***