

OPRE 3310: Operations Management

Course number: OPER 3310.005
Pre-Requisites: Please refer to coursebook.utdallas.edu
Meeting time: 8:30AM – 9:45AM Tuesday and Thursday
Meeting place: JSOM 2.902
Instructor: Shengqi Ye (Shengqi.Ye@utdallas.edu)
Communication: **Email preferred, please put “OPRE3310” in your email subject**
Office: JSOM 3.221
Office hours: 2:30PM – 3:30PM Tuesday

TA: Lingling Shi (Lingling.Shi@utdallas.edu)
Office: 14.211
Office hours: 1:00PM-2:00PM Tuesday

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:

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

COURSE MATERIALS:

Required Case Package:

Available for purchase online at: <http://cb.hbsp.harvard.edu/cbmp/access/72978153> (registration with Harvard Business Publishing is required). It contains a set of cases we will discuss in class.

Optional Reading:

- “Operations Management” by William J. Stevenson, 12th Edition. ISBN: 978-0-07-802410-8.
- “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.

Both books are **optional**. All of the material covered on the assignments and exams will be available on the slides.

ELEARNING RESOURCES:

Course Notes:

Before each lecture on Tuesday, 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.

Assignments and Solutions:

Homework assignments will be posted at least 5 days before their due date. The assignments are done online and will be automatically graded. Both the grade and the solutions will be posted on the day 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:

Bring a **nameplate** to every class. **Attendance check** 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.

GRADING:

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

| Item | Percentage |
|---------------------|------------|
| Homework (11) | 22% |
| Assessment Quiz | 10% |
| Exam 1 | 30% |
| Exam 2 | 30% |
| Class Participation | 8% |

Grade intervals: F 60 D- 63 D 67 D+ 70 C- 73 C 77 C+ 80 B- 83 B 87 B+ 90 A- 93 A 100

Exams

Exam 1 covers the materials from sessions 1-6. Exam 2 covers sessions 8-12. There are no comprehensive exams. Both exams will be **open book and open notes, and formula sheet will be provided**. It will be done online. Within the exam time period, students can access the exam through elearning. The students need to download their exam in pdf format, print it, complete it, scan it, and upload back to elearning, within 3 hours. The exam dates are specified in the timeline at the end of this syllabus.

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 or TA, no later than **two weeks** after the graded exam is returned in class.

Assessment Quizzes

OPRE 3310 is considered a core course and as such certain measurement instruments are implemented to ensure a uniformity of learning across all sections. These measurements are provided to university accreditation associations during their periodic audits.

The grading of the Assurance quizzes is controlled through a standard grading scheme called a Rubric. The Rubric measures three important elements of learning: 1) understanding, 2) writing, and 3) correct answers. Therefore students are encouraged to express their understanding of the problems in a clear and concise written format such as writing any formulas completely and correctly.

Homework

Homework assignments are to be done individually. They should be submitted online via eLearning. **The due dates for homework, if any, are always Monday 11:59pm. 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 | Homework & Due |
|----------------|-------------|--|---------------------------|
| 1a,1b | 1/9,1/11 | Introduction, Process Flow Analysis | 1 – Due 1/15 |
| 2a,2b | 1/16,1/18 | Process Flow Analysis | 2 – Due 1/22 |
| 3a,3b | 1/23,1/25 | Process Flow Analysis | 3 – Due 1/29 |
| 4a,4b | 1/30,2/1 | Process Flow Analysis | 4 – Due 2/5 |
| 5a,5b | 2/6,2/8 | Project Management | 5 – Due 2/12 |
| 6a,6b | 2/13,2/15 | Inventory Management | 6 – Due 2/26 |
| | 2/22 | Exam I | |
| 7a,7b | 2/27,3/1 | Assessment Quiz (related to Session 6) Inventory Management | 7 – Due 3/5 |
| 8a,8b | 3/6,3/8 | Inventory Management | 8 – Due 3/19 |
| Spring Break | | | |
| 9a,9b | 3/20,3/22 | Manage Waiting Time | 9 – Due 3/26 |
| 10a,10b | 3/27,3/29 | Quality Management | 10 – Due 4/2 |
| 11a,11b | 4/3,4/5 | Linear Programming | 11 – Due 4/9 |
| 12a,12b | 4/10,4/12 | Introduction to Supply Chain Management | |
| 13 | 4/17 | Course and Exam Review | |
| | 4/26 | Exam II | |