Course Syllabus OPRE 3310

Course Information

Course Number/Section	OPRE 3310-502 (86030)
Course Title	Operations Management
Term	Fall 2018, August 24 – December 15, 2018
Location	JSOM 2.714
Class time	Friday, 7:00 – 9:45 pm

Professor Contact Information

Professor	Vince Mozik, CPIM, CSCP, MBA, PMP
Office Phone	1-248-376-6971
Email Address	Use UTD email, vince.mozik@utdallas.edu or eLearning messages
Office Location	JSOM – 3.428, OM Adjunct Faculty Office
Office Hours	By appointment only, 6:00 – 6:45 pm Fri
Teacher Assistant	Nitesh Dubal

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 co-requisite: 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

About the Instructor

Vince Mozik holds +15 years of operations and supply chain experience across 5 industries for various Fortune 500 firms. He currently serves as a supply chain planning manager at Aviall Services Inc. a subsidary of Boeing Global Services. His previous work experience is across the petroleum, automotive, industrial, electronics, and aerospace sectors. Also, he is the VP of Education and certified instructor for the APICS North Texas Chapter.

His education background is a MBA from University of Detroit Mercy and a BA in Integrated Supply Management from Western Michigan University. Other notable credentials: PMP, CPIM, CSCP along with a certificates in Agile Project Management through PMI, Certificate in Six Sigma Green Belt through ASQ, Certificate in Advanced Program of Logistics and Technology (LOGTECH) through the University of North Carolina, Certificate in Business Turnaround Management through the University of Detroit Mercy, and a certificate in SCOR and S&OP through APICS.

Student Learning Objectives/Outcomes

Students will understand the role operations management plays in business. Upon completion of the course, students will also be able to:

- Quantitatively analyze and interpret operations information
- Solve typical operations management problems
- Understand and report operations performance
- Recognize and address ethical issues that arise when managing operations

Required Textbooks and Materials

Required Text:
Operations Management by William J. Stevenson, 13th Edition
ISBN 978-1-259-66747-3
MHID 1-259-66747-2
Irwin/McGraw Hill

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.

Recommended Reading:
  • **The Toyota Way:** 14 Management Principles from the World's Greatest Manufacturer (Author: Jeffrey K. Liker)
  • **The Goal:** A Process of Ongoing Process Improvement (Author: Eliyahu M. Goldratt)
  • **The Everything Store:** Jeff Bezos and the Age of Amazon (Author: Brad Stone)

<u>Course Policies</u>

Makeup Exams

Students are expected to take exams during the week it is offered. Make up exams will only be available due to conflicts
with approved university events or in the case of serious illness.

Extra Credit

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 resulting in a 10% score
reduction. Homework should be submitted through the assignments feature in eLearning. Attaching homework to email
or eLearning messages is NOT a valid method of submitting homework.

Class Participation

Students are encouraged to participate in all class activities such as class exercises, homework and possible group
projects.

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
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 to make arrangements.

https://ets.utdallas.edu/testing-center/

Address:
3020 Synergy Park North, SP2, Suite 11.175
Richardson, TX 75080

Phone Number: 972-883-5497 or 972-883-6735

Extended hours (Final Exams)
Saturday, 12/8: 9am – 6pm
Tuesday, 12/11– Friday, 12/14: 8:30am – 10pm
Saturday, 12/15: 9am – 6pm
Monday, 12/17: 8:30am – 10pm

It is the student's 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 the Testing Center rules and regulations in advance.

Assignments & Academic Calendar

Week #	Date	Reading	Topic / Lecture	General Overview
1	8/24/18	Chapter 1 and Syllabus	Introduction to Operations Management	Scope and learning objectives for the course and introduction to operations management, the value, company challenges and relationship of supply chain management
2	8/31/18	Chapter 2	Competitiveness, Strategy and Productivity	Business competition tactics and challenges. Importance of a mission statement, strategy and productivity with companies
3	9/7/18	Chapter 3	Forecasting	Introduction to business forecasting techniques and applications; **assign homework #1**
4	9/14/18	Chapter 4	Product & Service Design; **Homework #1 Due**	Product design influence to reliability and manufacturing and operations
5	9/21/18	Chapter 5 & 6	Capacity Planning & Process Selection	Capacity planning significance, process selection/redesign and technology management
6	**9/28/18**		**Exam #1**	**Exam content covers chapters 1-6**
7	10/5/18	Chapter 15	Supply Chain Management	Key aspects of supply chain management, current trends, history, and complexities
8	10/12/18	Chapter 16, Chapter 9 & 10	Scheduling and Management of Quality / Quality Control; exam review	Scheduling practices in various manufacturing settings and alignment to the theory of constraints methodology; Philosophy and determination of quality and introduction to six sigma, product inspection and importance of quality controls charts
9	**10/19/18**	-	**Exam #2**	**Exam content is Chapter 9, 10, 15, 16**
10	10/26/18	Chapter 13	Inventory Management	Trade-offs of inventory and best strategies to advance customer service and operations efficiencies; **assign homework #2**

11	11/2/18	Chapter 17	Project Management and assessment preparation review **Homework #2 Due**	Principles, knowledge areas, and challenges of project management and future trends
12	11/9/18	-	**Assessment Quiz (in class)** In class case study group exercise project	Case study to be provided in class followed by a group activity after assessment quiz
13	11/16/18	Chapter 11	Aggregate and Master Planning	Decisions, inputs, and constraints towards sound planning to meet demand at the most efficient manner; **assign homework #3**
14	11/30/18	Chapter 12	MRP / ERP **Homework #3 Due**	Benefits and requirements of material requirement planning along with leading trends in enterprise resource planning
15	12/7/18	Chapter 14	JIT and Lean Operations; Exam review	Lean systems, eight forms of waste, key lean improvement tools
16	12/11/18 - 12/17/18	-	**Exam #3**	Exam content covers chapters 11, 12, 13, 14, and 17

Important dates:
Mid-Term grades due and viewable online on Saturday Oct. 13th
Final grades viewable online is Tuesday Dec. 18th

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	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

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).**

Your 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 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,

http://www.utdallas.edu/adminstration/insurance/travel. Additional information is available from the office of the school of 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.

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.

Content of the document was last modified by the Provost's office, 2016-07-20 Webpage updated by the Provost's Technology Group, 2016-08-02

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.