

OPRE 3310 Course Syllabus

Course Information

<i>Course Number/Section</i>	OPRE 3310-009
<i>Course Title</i>	Operations Management
<i>Term</i>	Spring 2019, Wed 4 – 6.45 PM
<i>Room</i>	JSOM 1.212

Professor Contact Information

<i>Professor</i>	Ramesh Subramoniam, PhD
<i>Office Phone</i>	972-883-4773
<i>Other Phone</i>	
<i>Email Address</i>	Use Elearning messages for all class communications
<i>Office Location</i>	JSOM-2.410
<i>Office Hours</i>	Thursday 10 AM - Noon or by appointment
<i>TA Information</i>	Vaibhav Vijay Musale
<i>Office Location</i>	TBD
<i>TA Email Address</i>	
<i>TA hours</i>	Monday 4 – 6 PM

About the Instructor

Dr. Ramesh Subramoniam is a full time Clinical Associate Professor in the Jindal School of Management. He teaches undergraduate and graduate courses in Operations and Supply Chain Management. Prior to joining UTD full time in 2018 he worked in leadership roles for industry and consulting for 27+ years gaining experience in Engineering, Operations and Supply Chain Management.

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, 13th Edition

ISBN 978-1-259-66747-3

Irwin/McGraw Hill

(11th or 12th edition of same text may also be used as well as loose-leaf editions.) DO NOT PURCHASE ANY EDITION EARLIER THAN 11TH EDITION.

Harvard Business School Review Course Pack

Please access the following link to get the cases that are used for class discussion.

<https://hbsp.harvard.edu/import/600979>

Required Materials

Calculator (any)

Suggested Course Materials

Suggested Readings/Texts

None

Suggested 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.

COURSE POLICIES

Grading (credit) Criteria	3 exams at the testing center: 20% each (60%). The exams are not cumulative. Assignments (one per chapter) available in elearning posted a week in advance. 97-100 points = A+; 93-96.9 points = A; 90-92.9 points = A- 87-89.9 points = B+; 83-86.9 points = B; 80-82.9 points = B- 77-79.9 points = C+; 73-76.9 points = C; 70-72.9 points = C- 67-69.9 points = D+; 63-66.9 points = D; 60-62.9 points = D- (Passing grades) Below 60 = F
Make-up Exams	When exam dates are missed, make-up exams will be given only for <u>justified</u> circumstances, documentation is required. Contact the instructor.
Assignments	Assignments will be posted a week in advance of their due date. You can work together on assignments but develop your own solution. All assignments should be submitted on the due day on elearning. No make-up assignments will be given, so plan ahead.
Class Attendance	EXPECTED. Looking at previous experiences with this and other classes, tardiness and absence are the main contributing factors to poor and failing grades. Students are expected to actively engage in discussions in the class.
Classroom Citizenship	i. <u>Class begins on time.</u> Please maintain class decorum and be respectful towards fellow students in the class. If you have a doubt or misunderstanding regarding course work feel free to discuss it with me. ii. <u>Using your phone during class is not permitted and it is rude.</u> Keep it on

	<p>silent at all time and away from your desk. No texting. Offenders will be asked to turn off their phones. If this is a recurring problem, students will be asked to give their phones to the instructor which will be returned at the end of the class session. No pictures or video during class time, it distracts me and it is a violation of privacy.</p> <p>iii. <u>Use of your computer is allowed as long as it is not interrupting the class or distracting other students in the classroom.</u> If such situation occurs, the first time you will be asked to turn off your computer. Recurrent offenders will be asked to leave the classroom.</p> <p>Given that this is a numeric class, the material discussed will need for you to take notes in a conventional way most of the time. Therefore, I encourage you to use your computer wisely. In my experience, abusing the use of computers during class time results in unsatisfactory final grades.</p> <p>iv. <u>Use of tablets is allowed</u>, as long as they are used to read the textbook, or the class notes.</p> <p>v. <u>These rules will be enforced.</u></p>
Special Assistance	<p>For help you succeed in the class, the following resources are available: Your instructor, the teaching assistant assigned to this class, JSOM Statistics and Math Lab (JSOM 2.414), the Student Success Center (MC1.302), the Student Counseling Center (SSB 4.600) and the New Student Programs Office (SSB 3.600) among other resources.</p>
Expectation	<p>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 6-9 hours outside of class every week on homework and studying for this course.</p>
Student Conduct and Discipline	<p>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, <i>A to Z Guide</i>, which is provided to all registered students each academic year.</p> <p>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 <i>Rules and Regulations, Board of Regents, The University of Texas System, Part 1, Chapter VI, Section 3</i>, and in Title V, Rules on Student Services and Activities of the university's <i>Handbook of Operating Procedures</i>. 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).</p> <p>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.</p>
Academic Integrity	<p>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.</p> <p>Scholastic dishonesty includes, but is not limited to, statements, acts or omissions</p>

	<p>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.</p> <p><u>Cheating</u>, includes but is not limited to the use or attempted use of unauthorized materials, information, or study aids in any academic exercise; the use of sources beyond those authorized by the instructor in completing any academic exercise or, engaging in any behavior specifically prohibited by the faculty member in the course syllabus or class discussion. Academic exercise includes all forms of work submitted for credit or hours.</p> <p><u>Plagiarism</u>, 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.</p>
Email Use	<p>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.</p>
Withdrawal from Class	<p>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.</p>
Student Grievance Procedures	<p>Procedures for student grievances are found in Title V, Rules on Student Services and Activities, of the university's <i>Handbook of Operating Procedures</i>.</p> <p>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</p>

	<p>will be distributed to all involved parties.</p> <p>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.</p>
Incomplete Grades	<p>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 <u>F</u>.</p>
Disability Services	<p>The goal of Student AccessAbility is to provide students with disabilities educational opportunities equal to those of their non-disabled peers. Student AccessAbility services is located in room SSB 3.200 Office hours are Monday through Thursday, 8 am to 6 pm and Friday, 8 am to 5 pm</p> <p>The contact information for the Office of Student AccessAbility:</p> <p style="padding-left: 40px;">The University of Texas at Dallas, SSB 3.200 studentaccess@utdallas.edu (972) 883-2098 (voice or TTY)</p> <p>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.</p> <p>It is the student's responsibility to notify his or her professors of the need for such an accommodation. AccessAbility 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.</p>
Religious Holy Days	<p>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.</p> <p>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.</p> <p>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</p>

	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.
Off-Campus Instruction and Course Activities	Off-campus, out-of-state, and foreign instruction and activities are subject to state law and University policies and procedures regarding travel and risk-related activities. Information regarding these rules and regulations may be found at http://www.utdallas.edu/BusinessAffairs/Travel_Risk_Activities.htm . Additional information is available from the office of the school dean.

Course Policies

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#techregs> 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/ DATES	TOPIC/LECTURE	READING	ASSESSMENT / ACTIVITY	DUE DATE
1 1/16	Unit 1 Intro to OM	Chapter 1	Syllabus quiz Student Self- Introduction Video Operations Management at Nestle	1/23 at 11:59pm
2 1/23	Unit 2 Competitiveness, Strategy, Productivity	Chapter 2	Homework 0 Business writing exercise Critical thinking (Chapter 2) 12 papers from 75 students	1/30 at 11:59pm
3 1/30	Unit 3 Forecasting	Chapter 3	Homework 1 Interactive Forecasting	2/10 at 11:59pm
4 2/6	Unit 3 Forecasting Exam Review	Chapter 3	Homework 1 Interactive	2/10 at 11:59pm

			Forecasting Video Forecasting at Hard Rock Cafe	
5 2/14	Exam 1 – Ch 1,2,3 Testing Center 2/14 8.30 AM – 9 PM Reservation Required	Bring calculator No scantron needed		
5 2/20	Unit 4 Management of Quality	Chapter 9	Video Manufacturing quality at Honda	
6 2/27	Unit 4 Management of Quality Unit 5 Quality Control	Chapter 9 Chapter 10		
7 3/6	Unit 5 Quality Control	Chapter 10	Homework 2	3/10 at 11:59
8 3/6	Unit 6 Supply Chain Management Exam Review	Chapter 15	Homework 3	3/12 at 11:59pm
9 3/13	Exam 2 Ch 9,10,15 Testing Center 3/14 8.30 AM - 9 PM Reservation required	Bring calculator Formula sheet provided No scantron needed		
3/20	Holiday Break			
3/27 4/3	Unit 7 Inventory Management	Chapter 13		

	Unit 7 Inventory Management			
12 4/10	Unit 8 Aggregate Planning Exam Review	Chapter 11	Homework 4 Video APL Logistics	4/10 at 11:59pm
13 4/17	Assessment Quiz	Bring calculator Formula sheet provided No scantron		In Class (No testing center registration required)
13 4/24	Unit 9 MRP/ERP	Chapter 12		
14 5/1	Unit 10 Lean/JIT Exam Review	Chapter 14	Homework 5	2/5 at 11:59pm
5/7 Finals	Exam 3 Chap 11,12,13,14 Testing Center 5/7 8.30 AM – 10 PM Reservation Required	Bring calculator Formula sheet provided No scantron		

Proctored Final Exam Procedures

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.

Grading Policy

Weights

Homework (5 assignments)	15	%
Exam 1	20	%
Exam 2	20	%
Exam 3	20	%
Assessment Quiz	10	%
Class Participation	15	%
Total		100%

The class participation grade will come from attending classes regularly and also contributing to discussions in class such as case discussions, sharing your thoughts on concepts discussed and creating a interactive environment in class.

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

Homework Assignments

There will be 5 graded homework assignments and 1 business writing exercise. 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.

When completing homework problems you MUST show how you arrived at the answer. Don't just write the answer.

Group Projects

TBD

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 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.