

## ***Online/Blended Course Syllabus***

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### **Course Information**

<i>Course Number/Section</i>	OPRE 3310-0W1
<i>Course Title</i>	Operations Management
<i>Term</i>	Fall 2019

### **Professor Contact Information**

<i>Professor</i>	Gene Deluke
<i>Office Phone</i>	NA
<i>Other Phone</i>	214-412-9885 (cell)
<i>Email Address</i>	Use elearning messages
<i>Office Location</i>	C4ISN Conference Room – 2.611
<i>Online Office Hours</i>	Tuesday, 11am-noon, Wednesday, 3pm-4pm or by appointment
<i>TA Information</i>	Beyza Elik

### **About the Instructor**

Gene Deluke was a full time Senior Lecturer in the Jindal School of Management from 2005 to 2018. He retired as a full-time faculty member in December 2018. He continues his relationship with the Jindal School as an adjunct faculty member. Prior to joining UTD he worked in industry for 30+ years gaining experience in Operations and Supply Chain Management as well as a MIS Manager and a Senior Consultant.

### **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, 13<sup>th</sup> Edition

ISBN 978-1-259-66747-3

Irwin/McGraw Hill

*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****Makeup Exams**

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

**Extra Credit**

There will be multiple opportunities for students to earn extra credit. However, there will be restrictions on how much extra credit a student may earn. Therefore you are encouraged to study and prepare for the major exams. Extra credit opportunities will be announced during the semester. Extra credit work is considered individual work not group work. If evidence of group activity is found the extra credit assignment will not be graded. Your instructor is available to answer questions or provide guidance.

**Late Work**

There will be a 24 hour grace period to submit homework assignments after the due date/time. However, there will be a 15% 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. You are allowed to work in small groups for homework assignments. However, each student must write his or her own assignment. Make sure your homework is not identical to another student otherwise collusion may be implied.

### **Special Assignments**

Instructor will hold several live web conferences throughout the semester. Students are strongly encouraged to attend the live sessions or as a minimum view the recording of the session.

### **Class Participation**

Students are required to login regularly to the online class site. The instructor will use the tracking feature in eLearning to monitor student activity. Students are also encouraged to participate in all class activities such as discussion board, chat or conference sessions and group projects. Your instructor communicates weekly with students. 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#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 8/19- 8/23	Unit 1 Intro to OM	Chapter 1	<b>Syllabus quiz</b> Student Self- Introduction Video Operations Management at Nestle	9/2 at 11:59pm
2 8/26- 8/30	Unit 2 Competitiveness, Strategy, Productivity	Chapter 2	None	None
3 9/3- 9/6	Unit 3 Forecasting	Chapter 3	Homework 1 Interactive Forecasting Extra Credit Opportunity	9/13 at 11:59pm

4 9/9- 9/13	Unit 3 Forecasting	Chapter 3	Homework 1 Interactive Forecasting  Extra Credit Opportunity  Video Forecasting at Hard Rock Cafe	9/13 at 11:59pm  10/18 11:59pm (no 24 hr grace period)
5 9/16-- 9/20	Unit 4 Management of Quality	Chapter 9	Video A day in the Life of Quality at Honda  Extra Credit Opportunity	
5 9/16-9/17	<b>Exam 1 – Ch 1,2,3 Testing Center Reservation Required</b>	<b>Bring calculator Formula sheet provided  No scantron needed</b>		
6 9/23- 9/27	Unit 4 Management of Quality	Chapter 9	Video A day in the Life of Quality at Honda  Extra Credit – Pareto Chart	11/8 at 11:59pm (no 24 hr grace period)
7 9/30- 10/4	Unit 5 Quality Control	Chapter 10	Homework 2	10/11 at 11:59pm

8 10/7- 10/11	Unit 5 Quality Control  Unit 6 Supply Chain Management	Chapter 10  Chapter 15	Homework 2  Homework 3  Extra Credit In-N-Out Burger	10/11 at 11:59pm  10/18 at 11:59pm  11/22 at 11:59pm (no 24 hr. grace period)
9 10/14-10/18	Unit 6 Supply Chain Management	Chapter 15	Homework 3	10/18 at 11:59pm
10 10/21-10/22	<b>Exam 2 – Ch 9,10,15 Testing Center</b>	<b>Bring calculator Formula sheet provided No scantron needed</b>		
10 10/21-10/25	Unit 7 Inventory Management	Chapter 13	Homework 4 Video APL Logistics	11/1 at 11:59pm
11 10/28-11/1	Unit 7 Inventory Management	Chapter 13	Homework 4 Video APL Logistics	11/1 at 11:59pm
12 11/4-11/5	<b>Assessment Quiz – Chap 13 Testing Center</b>	<b>Bring calculator Formula sheet provided No scantron</b>		

12 11/4- 11/8	Unit 8 Aggregate Planning	Chapter 11		
13 11/11- 11/15	Unit 9 MRP/ERP	Chapter 12	Homework 5	11/22 at 11:59pm
14 11/18- 11/22	Unit 9 MRP/ERP Unit 10 Lean		Homework 5	11/22 at 11:59pm
15 11/25- 11/29	<b>Fall Break – No Classes</b> <b>Happy Thanksgiving</b> <b>Go Cowboys!</b>			
16 12/2- 12/6 <b>12/5 LAST CLASS DAY</b>	Unit 10 Lean	Chapter 14		
<b>Finals</b> <b>12/9- 12/11</b>	<b>Exam 3</b> <b>Chap 11,12,13,14</b> <b>Testing Center</b>	<b>Bring</b> <b>calculator</b> <b>Formula sheet</b> <b>provided</b> <b>No scantron</b>		

#### **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](http://www.utdallas.edu/studentsuccess/testingcenter/proctored_exams/index.html) to make arrangements.

#### **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-. Your instructor will only change a final letter grade if a calculation error occurs. Therefore, your instructor asks students to NOT request a final letter

grade change (unless a calculation error has occurred) or any special consideration or additional extra credit assignments.

### **Weights**

Homework Avg (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 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.***