

OPRE 6302 & SYSM 6334: Operations Management

Course number: OPER 6302.001 & SYSM 6334.001
Pre-Requisites: Please refer to coursebook.utdallas.edu
Meeting time: 10:00AM – 12:45PM Monday
Meeting place: eLearning (Blackboard Collaborate)
Instructor: Guihua Wang (Guihua.Wang@utdallas.edu)
Communication: **UTD Email preferred, please put “OPRE6302” in your email subject**
Virtual Office: Microsoft Teams
Office hours: Monday 8:30-9:30am

TA: Toghrul Rasulov (Toghrul.Rasulov@utdallas.edu)
Virtual Office: Skype Name: 94b52b427bfa636f
Office hours: Friday 4:00-6:00pm

COURSE DESCRIPTION:

Operations Management studies the processes by which inputs of materials, labor, capital and information are transformed into products and services which customers want and are willing to pay for. This course will provide students with the managerial tools needed to understand and articulate the impact of an organization’s business processes, and the ability to analyze and continuously improve these business processes to make things work better, faster and cheaper.

STUDENT LEARNING OBJECTIVES:

The student should be able to determine performance measures of manufacturing / service processes / systems in key operational dimensions. The student should also know what factors affect these measures, how these measures can be calculated and how these measures can be improved. More specific objectives follow:

- Describe and explain services, manufacturing, just in time, and total quality management strategies.
- Derive and compute optimal decisions, and performance measures such as costs and profits.
- Develop analytical thinking in operations practices.

COURSE MATERIALS:

Required Case Package:

Available for purchase online at: <https://hbsp.harvard.edu/import/696055> (registration with Harvard Business Publishing is required). It contains a set of cases we will discuss in class.

Optional Reading:

“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. The book is **optional**. All of the material covered on the assignments and exams will be available on the slides.

ELEARNING RESOURCES:

Course Notes:

Before each lecture, 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. Partially completed slides will be posted within three days after the end of each class.

Assignments and Solutions:

Homework assignments will be posted at least three days before their due date. Solutions will be posted within one week after a homework assignment is due.

Practice problems:

Practice problems and solutions will be made available before the exams.

Grades:

Grades on exams and assignments will be posted on eLearning. Please check that the posted grade matches the grade on your paper copy and notify the TA as soon as possible in case of a discrepancy.

GRADING:

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

Category	Weight
Participation	10%
Homework	30%
Exam 1	30%
Exam 2	30%

Your final letter grade will be determined relative to your classmates.

Exams

Exam 1 covers the materials from sessions 1-6. Exam 2 covers sessions 7-11. There are no comprehensive exams. Exam 1 will be held in the classroom (closed book, allowed to bring ONE A4 size handwritten double-sided help sheet). **Exam 2 will be taken home (open book and open notes).** Do remember to bring your calculator.

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 TA, no later than **one week** after the grade is posted.

Homework

Homework assignments are to be done individually. They should be submitted online via eLearning. **The due dates for homework are always the midnight before next session (i.e., Sunday 11:59pm). No late homework assignments will be accepted.** The lowest assignment score will be dropped.

Class Participation

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.

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.
- 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.

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.

COURSE TOPICS and SCHEDULES

Session	Date	Topic	Class Material	Homework
1	1/13	Introduction & Process Description		1
	1/20	Martin Luther King Day		
2	1/27	Process Performance Evaluation & Improvement I	Case - Kristen's Cookie	2
3	2/3	Process Performance Evaluation & Improvement II		3
4	2/10	Process Performance Evaluation & Improvement III	Case - National Cranberry	4
5	2/17	Project Evaluation & Improvement		5
6	2/24	Inventory Management - Economic Order Quantity		6
7	3/2	Inventory Management – Newsvendor I		7
	3/9	Exam I		
	3/16	Spring Break		
	3/23	Spring Break		
8	3/30	Inventory Management – Newsvendor II	Case - L.L. Bean	8
9	4/6	Queuing Theory		9
10	4/13	Linear Programming		10
11	4/20	Quality Evaluation & Improvement/Supply Chain Coordination		11
	4/27	Exam II		