

University of North Texas at Dallas
Fall 2017
SYLLABUS

| | | |
|--|---|---------------------------------------|
| MGMT 3830- 002, OPERATIONS MANAGEMENT | | 3 HRS |
| Department of | MGMT/Management | Division of School of Business |
| Instructor Name: | Subhro Mitra | |
| Office Location: | Building 2, Room 237 | |
| Office Phone: | 972 338 1808 | |
| Email Address: | Subhro.mitra@unt.edu | |
| Office Hours: | Monday 10 AM – 1 PM, 4:00 PM - 7.00 PM, And by appointment | |
| Virtual Office Hours: | | |
| Classroom Location: | Founders Hall 304 | |
| Class Meeting Days & Times: | Monday 1:00p - 03:50p | |
| Course Catalog Description: | Introduction to the topics and mathematical techniques for solving problems in the design, planning, and controlling of manufacturing and service operations and quality. Analysis of technological issues of business activities and a systematic study of managerial and mathematical techniques for making goods and services. | |
| Prerequisites: | DSCI 2710 | |
| Co-requisites: | | |
| Required Text: | Stevenson, William J., Operations Management, 12 th edition, McGraw-Hill/Irwin, New York, NY. | |
| Recommended Text and References: | Additional readings may be assigned to various topics throughout the semester. | |
| Access to Learning Resources: | UNT Dallas Library: phone: (972) 780-3625; web: http://www.unt.edu/unt-dallas/library.htm UNT Dallas Bookstore: phone: (972) 780-3652; e-mail: 1012mgr@fheg.follett.com | |
| Course Goals or Overview: | | |
| | Operations Management is concerned with the planning and decision-making activities associated with the management of an organization's operations and its supply chain; that is, managing what the firm does. The organization may be a provider of services, a producer of goods, or a combination of both. The organization may operate in the private sector or in the public sector. | |
| Course Goals or Overview: | | |
| 1 | First, to help the student gain an exposure to the spectrum of Operations Management planning and decision-making activities. | |
| 2 | Second, to help the student to obtain insights into the basic trade-offs associated with Operations Management decisions. | |
| 3 | Third, to introduce a variety of tools and techniques for helping operations | |

CLASSROOM ETIQUETTE

To promote your plunge into business professionalism there are four classroom etiquette requirements:

- 1) Preferably **content-related questions** are asked in class for the benefit of the entire class. Individual issues should be discussed during office hours. **Disruption of class discipline will be dealt with seriously.** In the first instance of inappropriate behavior Dr. Mitra will discuss with the student about his behavior. In case of repetition of inappropriate behavior “Student Alert” will be used to inform department and student’s advisor.
- 2) **No cell phones or cameras.** Please turn your cell phone off. Ringing cell phones (as well as twittering) are a distraction to the class and an insult implying that you are more important than anyone around you. Any ringing or twittering cell phones will be confiscated and returned to the owner at the final exam.
- 3) Use of **computers ARE NOT allowed** during the lectures.
- 4) Please do not come to class late or depart early unless you have an emergency. It is discourteous and an interruption to the class.

Dr. Mitra reserves the right to deduct class participation grade point for inappropriate classroom etiquette.
Course Outline

This schedule is subject to change by the instructor. Any changes to this schedule will be communicated by announcement in the blackboard.

| August 2017 | | | | | | | September 2017 | | | | | | | October 2017 | | | | | | | November 2017 | | | | | | | December 2017 | | | | | | | | | | | | |
|-------------|----|----|----|----|----|----|----------------|----|----|----|----|----|----|--------------|----|----|----|----|----|----|---------------|----|----|----|----|----|----|---------------|----|----|----|----|----|----|----|----|----|----|----|---|
| wk | Mo | Tu | We | Th | Fr | Sa | Su | wk | Mo | Tu | We | Th | Fr | Sa | Su | wk | Mo | Tu | We | Th | Fr | Sa | Su | wk | Mo | Tu | We | Th | Fr | Sa | Su | wk | Mo | Tu | We | Th | Fr | Sa | Su | |
| 31 | | 1 | 2 | 3 | 4 | 5 | 6 | 35 | | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 39 | | | | | | | 1 | 44 | | | 1 | 2 | 3 | 4 | 5 | 48 | | | | | 1 | 2 | 3 |
| 32 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 36 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 40 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 45 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 49 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 33 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 37 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 41 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 46 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 50 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | |
| 34 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 38 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 42 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 47 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 51 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | |
| 35 | 28 | 29 | 30 | 31 | | | | 39 | 25 | 26 | 27 | 28 | 29 | 30 | | 43 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 48 | 27 | 28 | 29 | 30 | | | | 52 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | |

Sept 4 – Labor Day, Oct 9 – Columbus day, Nov 10 Veterans day, Nov 23 Thanksgiving day, Exam – December 11th to 16th

| Day | Topic | |
|-------------------------|---|-----------------------|
| 21st August | Introduction to Operations Management, | Chapter 1 |
| 28st August | Competitiveness Strategy, and Productivity | Chapter 2 |
| 4th September | Labor Day | |
| 11th September | Forecasting Quiz 1 on Chapter 1, 2, (online) | Chapter 3 |
| 18th September | Product and Service Design | Chapter 4 |
| 25th September | Strategic capacity planning for products and service Quiz 2 on Chapter 2, 3 | Chapter 5 |
| 2 nd October | Location Planning and Analysis | Chapter 8 |
| 9th October | Columbus day, Quiz 3 on Chapter 4, 5 (online) | |
| 16th October | Exam 1 (Chapter 1, 2, 3, 4, 5, 8) | |
| 23rd October | Management of quality, Quality control | Chapter 9, Chapter 10 |
| 30th October | MRP and ERP Quiz 4 on Chapter 9, 10 and 12 (online) | Chapter 12 |
| 6th November | Inventory Management | Chapter 13 |
| 13th November | Supply Chain Management (online) | Chapter 15 |
| 20th November | Project Management | Chapter 17 |
| 27th November | Quiz 5 on Chapter 13, 14 and 15 (online) | |
| 4th December | Exam 2 (Chapter 9, 10, 12, 13, 15, 17) | |

Course Evaluation Methods

This course will utilize the following instruments to determine student grades and proficiency of the learning outcomes for the course.

Exams – written tests designed to measure knowledge of presented course material

Class Participation – participation in case studies, participation in related student organization, discussion on related field trip and industry experience

Grading Matrix:

| Instrument | Value (points or percentages) |
|----------------------------------|-------------------------------|
| Exam 1 | 35 % |
| Exam 2 | 35 % |
| Quiz | 20% |
| Case studies/class participation | 10% |
| Total: | 100% |

GRADED ELEMENTS DETAILS

1. QUIZ (20 %): A quiz will be administered on the scheduled class days. Quizzes will consist of five to ten questions covering the material assigned for the class period. Failure to prepare for the quizzes may seriously affect your grade. **The quizzes are representative of the multiple choice questions, and you can expect to see similar questions on the examinations.**

2. EXAMS (70%): Two exams will be given. The exams will consist of questions drawn from the readings, lectures, speakers, presentations, and out-of-class assignments. **You are responsible for the material even if it is not emphasized or covered during the lectures.** Past experience strongly suggests you will learn much more (and thus perform better) in the class if you have completed the reading assignment before viewing the assignment and taking the quizzes and examinations. The book chapters cover much of the material addressed in this course; however, I will cover material in addition to the text in the in-class lectures or narrated PowerPoint slides. It is strongly recommended that you take thorough notes. Exams will focus on the chapters and modules contained in the class schedule; however, due to the nature of the course and subject matter, all exams contain some comprehensive elements. **The exams will emphasize material identified in my objectives for each chapter or topic.** There will be no make-up exams except in extraordinary situations that require approval before the scheduled exam. **The exams are not cumulative; however, you must be familiar with basic concepts covered earlier in the class.**

3. CASE STUDIES/CLASS PARTICIPATION (10): As a part of your assignment in this course, you will be required to prepare and hand in at the end of the semester a **course portfolio** containing all materials relevant to this course, organized in the following manner:

1. Cover page containing student name, course title, credit hours, semester, name of instructor
2. Class assignments
3. Homework assignments
4. Case studies
5. Quizzes
6. Presentations

All sections should be separated using notebook dividers with labels for each section. The material in each section should be organized sequentially in time with dates clearly visible. If homework assignments are given using handouts, then the completed homework assignment should follow each homework handout. If homework problems from the book are assigned during lecture, then the student should copy the description of each homework problem in their assignment and then follow this with the worked solution.

University Policies and Procedures

Students with Disabilities (ADA Compliance):

The University of North Texas Dallas is on record as being committed to both the spirit and letter of federal equal opportunity legislation; reference Public Law 92-112 – The Rehabilitation Act of 1973 as amended. With the passage of new federal legislation entitled Americans with Disabilities Act (ADA), pursuant to section 504 of the Rehabilitation Act, there is renewed focus on providing this population with the same opportunities enjoyed by all citizens.

As a faculty member, I am required by law to provide "reasonable accommodations" to students with disabilities, so as not to discriminate on the basis of that disability. Student responsibility primarily rests with informing faculty of their need for accommodation and in providing authorized documentation through designated administrative channels. For more information, you may visit the Student Life Office, Suite 200, Building 2 or call 972-780-3632.

The Department of BLANK is committed to full academic access for all qualified students, including those with disabilities. In keeping with this commitment and in order to facilitate equality of educational access, faculty members in the department will make reasonable accommodations for qualified students with a disability, such as appropriate adjustments to the classroom environment and the teaching, testing, or learning methodologies when doing so does not fundamentally alter the course.

If you have a disability, it is your responsibility to obtain verifying information from the Office of Student Life and to inform me of your need for an accommodation. Grades assigned before an accommodation is provided will not be changed. Information about how to obtain academic accommodations can be found in UNTD Policy 7.004, Disability Accommodations for Students, and by visiting Student Life, building 2, Suite 200. 972-780-3632, studentlife@unt.edu.

Student Evaluation of Teaching Effectiveness Policy:

The Student Evaluation of Teaching Effectiveness (SETE) is a requirement for all organized classes at UNT. This short survey will be made available to you at the end of the semester, providing you a chance to comment on how this class is taught. I am very interested in the feedback I get from students, as I work to continually improve my teaching. I consider the SETE to be an important part of your participation in this class.

Exam Policy:

Exams should be taken as scheduled. No makeup examinations will be allowed except for documented emergencies (See Student Handbook).

Academic Integrity:

Academic integrity is a hallmark of higher education. You are expected to abide by the University's code of Academic Integrity policy. Any person suspected of academic dishonesty (i.e., cheating or plagiarism) will be handled in accordance with the University's policies and procedures. Refer to the Student Code of Academic Integrity at http://www.unt.edu/unt-dallas/policies/Chapter%2007%20Student%20Affairs.%20Education.%20and%20Funding/7.002%20Code%20of%20Academic_Integrity.pdf for complete provisions of this code.

In addition, all academic work submitted for this class, including exams, papers, and written assignments should include the following statement:

On my honor, I have not given, nor received, nor witnessed any unauthorized assistance that violates the UNTD Academic Integrity Policy.

Bad Weather Policy:

On those days that present severe weather and driving conditions, a decision may be made to close the campus. In case of inclement weather, call UNT Dallas Campuses main voicemail number (972) 780-3600 or search postings on the campus website www.unt.edu/dallas. Students are encouraged to update their Eagle Alert contact information, so they will receive this information automatically.

Attendance and Participation Policy:

The University attendance policy is in effect for this course. Class attendance and participation is expected because the class is designed as a shared learning experience and because essential information not in the textbook will be discussed in class. The dynamic and intensive nature of this course makes it impossible for students to make-up or to receive credit for missed classes. Attendance and participation in all class meetings is essential to the integration of course material and your ability to demonstrate proficiency. Students are responsible to notify the instructor if they are missing class and for what reason. Students are also responsible to make up any work covered in class. It is recommended that each student coordinate with a student colleague to obtain a copy of the class notes, if they are absent.

Diversity/Tolerance Policy:

Students are encouraged to contribute their perspectives and insights to class discussions. However, offensive & inappropriate language (swearing) and remarks offensive to others of particular nationalities, ethnic groups, sexual preferences, religious groups, genders, or other ascribed statuses will not be tolerated. Disruptions which violate the Code of Student Conduct will be referred to the Office of Student Life as the instructor deems appropriate.

Optional Policies:

- Use of WebCT/Blackboard
- Use of Cell Phones & other Electronic Gadgets in the Classroom
- Food & Drink in the Classroom
- Use of Laptops
- Grade of Incomplete, "I"