

## College of Business

**MBAD 6141 | Operations Management | 3 credits**

Fall 2023 (August 21 – Oct 10)

**Faculty:** Dr. Andy Fraher**Email:** [afraher@charlotte.edu](mailto:afraher@charlotte.edu)**Office:** Virtual**Office Hours:** Tuesday, Wednesday & Thursday 4:00 pm - 5:00 pm, and by appointment.

*My preferred method of contact is by email. I will respond to all emailed questions within 24 hours Mon-Fri. I rarely respond to emails over the weekend.*

**Course Description:**

Design, operation, and control of service and manufacturing systems. Emphasis on using analytical tools for problem-solving in process analysis and reengineering, workforce management, material and inventory management, aggregate planning, total quality management, and others.

**Pre or Co-requisite:**

MBAD 5141

**Meeting Times:**

Online, asynchronous

**Course Objectives:**

- CO 1: Assess the functional area of operations and identify how operations interface with the other functional areas of an organization.
- CO 2: Evaluate the strategic role of the operations function as a key factor in determining an organization's ability to be competitive in the global marketplace.
- CO 3: Discuss with the various challenges (issues and problems) that occur in the management of manufacturing and service operations.
- CO 4: List terminology and describe modeling methodology that arise in the handling operations management challenges.
- CO 5: Solve problems that arise in managing operations, e.g., forecasting, inventory management, and quality management.

**Required Materials:**

- Operations Management, by W. J. Stevenson, 14/e, 2021 (ISBN13: 9781260238891)

### Grading Criteria:

| Course Element  | Percentage |
|---|------------|
| Graded Homework (6 Total)                             | 20%        |
| Article Discussions (3 articles)                      | 14%        |
| Quizzes (6 at 11% each. 7 total will be administered) | 66%        |
| Total   | 100%       |

### Grading Scale:

A 100 % to 90.0%

B <90.0 % to 80.0%

C <80.0 % to 70.0%

U <70.0 % to 0.0%

### Course Policies:

#### Syllabus Revision:

The standards and requirements set forth in this syllabus may be modified at any time by the course instructor. Notice of such changes will be by Canvas announcement or email notice.

**Late Work and Make-Ups:**

- At most one make-up quiz will be granted for each student if you have a valid excuse (illness, work, etc.). You need to provide the relevant documentation.
- A penalty of 20% per day applies to late submission of homeworks, presentations, and comments.

**Revisions:**

All submitted assignments will be graded as is. Revisions are not permitted unless otherwise noted by your instructor.

**Feedback:**

Typically, feedback will be returned within one week.

**Academic Integrity:**

All students are required to read and abide by the Code of Student Academic Integrity. Violations of the Code of Student Academic Integrity, including plagiarism, will result in disciplinary action as provided in the Code. Students are expected to submit their own work, either as individuals or contributors to a group assignment. Definitions and examples of plagiarism and other violations are set forth in the Code. The Code is available from the Dean of Students Office or online at:

<https://legal.charlotte.edu/policies/up-407>. Faculty may ask students to produce identification at examinations and may require students to demonstrate that graded assignments completed outside of class are their own work.

**Course Credit Workload:**

This 3-credit summer session course requires at least 12 hours of work per week.

**Non-Discrimination:**

All students and the instructor are expected to engage with each other respectfully. Unwelcome conduct directed toward another person based upon that person's actual or perceived race, actual or perceived gender, color, religion, age, national origin, ethnicity, disability, or veteran status, or for any other reason, may constitute a violation of University Policy 406, The Code of Student Responsibility. Any student suspected of engaging in such conduct will be referred to the Office of Student Conduct.

**Title IX:**

Title IX UNC Charlotte is committed to providing an environment free of all forms of discrimination and sexual harassment, including sexual assault, domestic violence, dating violence, and stalking. If you (or someone you know) has experienced or experiences any of these incidents, know that you are not alone. UNC Charlotte has staff members trained to support you in navigating campus life, accessing health and counseling services, providing academic and housing accommodations, helping with legal protective orders, and more.

Please be aware that many UNC Charlotte employees, including all faculty members, are considered Responsible Employees who are required to relay any information or reports of sexual misconduct they receive to the Title IX Coordinator. This means that if you tell me about a situation involving sexual harassment, sexual assault, dating violence, domestic violence, or stalking, I must report the information to the Title IX Coordinator. Although I have to report the situation, you will still have options about how your case will be handled, including whether or not you wish to pursue a formal complaint. Our goal is to make sure you are aware of the range of options available to you and have access to the resources you need. If you wish to speak to someone confidentially, you can contact any of the following on-campus resources, who are not required to report the incident to the Title IX Coordinator: (1) University Counseling Center ([counselingcenter.charlotte.edu](http://counselingcenter.charlotte.edu), 7-0311); (2) Student Health Center ([studenthealth.charlotte.edu](http://studenthealth.charlotte.edu), 7-7400); or (3) Center for Wellness Promotion ([wellness.charlotte.edu](http://wellness.charlotte.edu), 7-7407). Additional information about your options is also available at [titleix.charlotte.edu](http://titleix.charlotte.edu) under the "Students" tab.

### **Religious Accommodation:**

Students who, acting in accordance with this Policy, miss classes, examinations or other assignments because of a religious practice or belief must be provided with a reasonable alternative opportunity to complete such academic responsibilities. It is the obligation of students to provide faculty with reasonable notice of the dates of religious observances on which they will be absent by submitting a [Request for Religious Accommodation Form](#) to their instructor prior to the census date for enrollment for a given semester. The census date for each semester (typically the tenth day of instruction) can be found in [UNC Charlotte's academic calendar](#).

### **Student Grievances:**

Student Grievances Students enrolled in courses at the University of North Carolina at Charlotte who would like to file a complaint regarding their experience may do the following: 1. Refer to the UNC Charlotte Student Grievance Procedure. Students may also contact UNC Charlotte's regional accrediting agency, the Southern Association of Colleges and Schools Commission on Colleges. 2. Students residing outside of North Carolina while attending UNC Charlotte may file a complaint in their state of residence. As required by

federal regulations, students are directed to the list of resources here, compiled and updated by the State Higher Education Executive Officers.

**Withdrawals:**

Students are expected to complete all courses for which they are registered at the close of the add/drop period. If you are concerned about your ability to succeed in this course, it is important to make an appointment to speak with me as soon as possible. The University policy on withdrawal allows students only a limited number of opportunities available to withdraw from courses. It is important for you to understand the financial and academic consequences that may result from course withdrawal.

**Incompletes:**

The grade of I is assigned at the discretion of the instructor when a student who is otherwise passing has not, due to circumstances beyond his/her control, completed all the work in the course. The missing work must be completed by the deadline specified by the instructor, and no later than 12 months. If the I is not removed during the specified time, a grade of F, U, or N, as appropriate is automatically assigned. The grade of I cannot be removed by enrolling again in the same course, and students should not re-enroll in a course in which they have been assigned the grade of I. University policy addressing Incompletes.

**Student Support:****Disability Support Services:**

Students in this course seeking accommodations to disabilities must first consult with the Office of Disability Services and follow the instructions of that office for obtaining accommodations.

The Office of Disability Services works with current undergraduate and graduate students along with prospective students to ensure equal access to UNC Charlotte's campus and educational programs.

All services are dependent upon verification of eligibility. Once approved for services, students receive accommodations which are based upon the nature of an individual's disability and documented needs. Students are strongly encouraged to register or check-in for their accommodations with a Disability Services counselor as soon as they have registered for classes. Accommodations are not retro-active and will not begin until the student notifies his or her faculty by providing the Letter of Accommodation. Please visit the Office of Disability Services at for additional resources, email questions to [disability@charlotte.edu](mailto:disability@charlotte.edu) or call 704-687-0040 (tty/v) for more information.

**Student Support Services:**

Be sure to take advantage of the wealth of resources and support available at UNC Charlotte. Some of the resources available to you include the University Writing Resource Center, University Counseling Center, and the J. Murrey Atkins Library.

- [University Center for Academic Excellent \(UCAE\) | \(704\) 687 7837 | uncc-  
uncae@charlotte.edu](mailto:uncae@charlotte.edu)
- [University Writing Resources Center \(WRC\) | 704-687-1899 |  
wrc@charlotte.edu](mailto:wrc@charlotte.edu)
- [Veteran Student Services | 704-687-5488 | veteranservice@charlotte.edu](mailto:veteranservice@charlotte.edu)
- [University Counseling Center | 704-687-0311](tel:704-687-0311)
- [Multicultural Resource Center | 704-687-7121 | mrc@charlotte.edu](mailto:mrc@charlotte.edu)
- [List of computer labs on campus](#)
- [Atkins Library Laptop Lending program](#)