

**Operations Management
OPER 3100-005**

Class meetings:

Wednesday 5:30 pm - 8:15 pm **in-person Covard 3120**

Instructor: Dr. James L. Carrothers

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Office Hours: Tuesday 1:00 pm-2:00 pm, Thursday 1:00 pm-2:00 pm, by appointment

Niner Nation Cares: All students must follow the updates and instructions related to Niner Nation Cares posted on <https://ninerationcares.uncc.edu/students>. For your own health and safety and that of your friends and families, make sure to adhere to the health and safety guidelines posted on the above links. Please do not treat these guidelines lightly.

Absenteeism related to Covid-19: Students are expected to attend every class and remain in class for the duration of the session when it is safe to do so in accordance with university guidance regarding COVID-19. An absence, excused or unexcused, does not relieve a student of any course requirement. For absences related to COVID-19, please adhere to the following:

- Do not come to class if you are sick. Please protect your health and the health of others by staying home. Contact your healthcare provider if you believe you are ill.
- If you are sick: If you test positive or are evaluated by a healthcare provider for symptoms of COVID-19, complete this form to alert the University. Representatives from Emergency Management and/or the Student Health Center will follow up with you as necessary, and your instructors will be notified.
- If you have been exposed to COVID-19 positive individuals and/or have been notified to self-quarantine due to exposure, complete this form to alert the University. Representatives from Emergency Management and/or the Student Health Center will follow up with you as necessary, and your instructors will be notified.

To return to class after being absent due to a COVID-19 diagnosis or due to a period of self-quarantine, students should submit an online request form to Student Assistance and Support Services (SASS). Supporting documentation can be attached directly to the request form and should be from a student's health care provider or the Student Health Center, clearly indicating the dates of absences and the date the student is able to return to class. Instructors will be notified of such absences.

If you are absent from class as a result of a COVID-19 diagnosis or quarantine, please notify your instructor immediately and seek instructions to help you continue to make progress in the course. The specific instructions for this situation will be provided on a case-by-case basis. The final decision for approval of all absences and missed work is determined by the instructor.

Student Support: The details of student support resources available are provided at the following links.

Academic support: <https://ninernationcares.uncc.edu/students/academic-support>.

Health support: <https://ninernationcares.uncc.edu/health-support-services>

Course Material:

- **Text:** F. Robert Jacobs and Richard Chase (2018). *Operations and Supply Chain Management*, 17th edition, McGraw-Hill. ISBN 978-1-260-23890-7 (Bound Edition), ISBN 978-1-260-70637-0 (Loose Leaf Edition).
- **Bring a calculator to each class.** Space permitting laptop computers are also allowed in the class except during exams.
- **Notes, etc. are on the Canvas.** You may access UNCC Canvas from your 49er Express or direct access at: <http://canvas.uncc.edu/>. Notes, practice questions, grades, and updated information regarding the class will be posted on Canvas. It's each student's responsibility to check Canvas frequently and report anything that does not match your own record within seven calendar days since the date the information was posted.

Prerequisites:

MATH 1120, STAT 1220, ACCT 2121, 2122; ECON 2101, 2102; INFO 2130; junior standing.

Course Description:

Introduction to and development of the management functions in manufacturing and nonmanufacturing organizations. The course takes a systematic approach to the organizational environment, the basic operating functions, the problems, and decisions a manager encounters and includes solution techniques and models. Computer applications are included where appropriate.

Course Learning Goals and Objectives:

The operations function involves managing the activities and resources necessary to make products and/or provide services. Therefore, it is a basic function that must be performed in all business organizations. Management of operations in today's business environment usually involves significant computer usage and mathematical and statistical modeling. This class provides a working understanding of the models and techniques useful in operations management. The foundation for such an understanding will be built by examining selected problem areas and widely recognized modeling approaches to dealing with them.

Upon completion of this course student will be able to:

- Recognize the importance of operations and supply chain management in the decision-making process.
- Explain various production processes and service systems.
- Apply operations and supply chain concepts to business operations.
- Analyze problems that arise in the management of operations.
- Solve operational problems and develop logical conclusions.

Course Approach

Although the instructor will be responsible for delivering basic concepts to students, textbook readings, supplemental readings, cases, lectures, class discussions, and student presentations will help to convey the main body of knowledge and to stimulate the desired critical thinking. The instructor will serve as catalyst, facilitator, and evaluator in a collaborative learning experience. The most effective learning will result from your involvement in critical thinking through class discussions and presentations as well as through your homework assignments.

Grading:

Course grades will be based on four exams according to the following:

4 exams @ 15% each	60%
One Pager	15%
Class Participation	15%
Homework and Quizzes	10%
Total	100%

Class participation refers to: regular class attendance, contributing positively, regularly, and significantly to class discussion, being well-prepared for class, as well as the timely and careful completion of assigned homework and exercises. The final course grades are based on:

Course Average	Grade
90% and over	A
80% to less than 90%	B
70% to less than 80%	C
60% to less than 70%	D
Less than 60%	F

Exams (60%)

Four exams will be scheduled for the course, each exam equal to 15% of the final grade. The exams will consist of multiple choice, true/false, short answer, and essay questions. The exams are non-cumulative and will cover assigned readings (chapters, articles, cases, and lectures).

Make-up Exam Policy

At most one make-up exam will be granted for each student for Exams 1-4 if you have a valid excuse (illness, work, emergence, etc). You need to provide the relevant documentation to be allowed to take the makeup exam.

Homework: (10%)

Homework and Quizzes (10%) Problems will be assigned from each topic covered in class and quizzes may be used as intermediate assessments over the course of the semester. Students should plan on either a homework assignment or a quiz weekly. The assignments and quizzes will be announced at least one week before they are due with most due dates Sunday night. Students are strongly encouraged to solve suggested problems, since the effort expended in the homework is usually reflected in performance on class participation and the exams. Graded homework is to be submitted online using Canvas in Excel or pdf file format or through the Connect product, as assigned.

Class Web Site

You are required to regularly access the Canvas class web site before each class. In addition to containing helpful information, Canvas will be used to communicate information on assignments, changes to the syllabus, and other announcements of general interest.

The “One Pager” (15%)

A semester long exercise will involve defining a set of questions based on readings, interviewing a business, and then creating a one-page summary. The overall 15% will be distributed as follows: • Question Development – 40% • Interview – 20% • Create “One Page” summary – 40%

Class Participation/Attendance (15%)

Class participation refers to regular class attendance, contributing positively, regularly, and significantly to class discussion, being well-prepared for class, as well as the timely and careful completion of assigned class exercises. The class participation grade will consist of selected class assignments, polls, and active participation.

Withdrawal from Class:

The last day to withdraw from a course with a 'W' grade and retain other courses is **October 23, 2023, 11:59 pm.**

Grade Appeals Policy

If you believe that the grade you received on an assignment or an exam was in error or unfair, you can appeal to the professor in writing within 7 calendar days after the grades are posted. The appeal should clearly state the reasons why you believe the grade to be unfair or the nature of the error. Overdue appeals will not be considered.

Academic Integrity

As a program that helps to create business and government leaders, the College of Business has an obligation to ensure academic integrity is of the highest standards. Standards of academic integrity will be enforced in this course.

University regulations will be strictly enforced in all cases of academic irregularities, cheating or plagiarism or any variations thereof. Students assume full responsibility for the content and integrity of the academic work they submit. The guiding principle of academic integrity shall be that a student's submitted work, examinations, reports, and projects must be his/her own work.

All UNCC students have the responsibility to be familiar with and to observe the requirements of The **UNCC Code of Student Academic Integrity** (see the Catalog and also <http://integrity.uncc.edu/>). This code forbids cheating, fabrication or falsification of information, multiple submission of academic work, plagiarism of written materials and software projects, abuse of academic materials (such as library books on reserve), and **complicity in academic dishonesty** (helping others to violate the code). Additional examples of violation of the Code include:

- Representing the work of others as your own.
- Using or obtaining unauthorized assistance in any academic work.
- Giving unauthorized assistance to other students.
- Modifying, without instructor approval, an examination, paper, record, or report for the purpose of obtaining additional credit.
- Misrepresenting the content of submitted work.

Students are expected to report cases of academic dishonesty they become aware of to the course instructor who is responsible for dealing with them.

For this course, it is permissible to assist classmates in general discussions about the homework. General advice and interaction are encouraged. Each person, however, must develop his or her own solutions to the assigned homework and laboratory exercises. Students may not "work together" on graded assignments. Such collaboration constitutes cheating, unless it is a group assignment. A student may not use or copy (by any means) another's work (or portions of it) and represent it as his/her own. If you need help on an assignment, contact your instructor or the TA, not other classmates.

Any further specific requirements or permission regarding academic integrity in this course will be stated by the instructor and are also binding on the students in this course.

Students who violate the code can be punished to the extent of being permanently expelled from UNCC and having this fact recorded on their official transcripts. The normal penalty is zero credit on the work involving dishonesty and further substantial reduction of the course grade. In almost all cases, the course grade is reduced to "F."

If you are unclear about whether a particular situation may constitute an honor code violation, you should meet me to discuss the situation. Feel free to discuss the definition of cheating and/or plagiarism with me if you are unclear on these terms or have questions about the acceptability of a particular type of action.

The instructor 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.

Disability Accommodations

UNC Charlotte is committed to access to education. If you have a disability and need academic accommodations, please provide a letter of accommodation from Disability Services early in the semester. For more information on accommodation, contact the Office of Disability Services at 704-687-0040 or visit their office at Fretwell 230.

Diversity

The Belk College of Business strives to create an inclusive academic climate in which the dignity of all individuals is respected and maintained. Therefore, we celebrate diversity that includes, but is not limited to ability/disability, age, culture, ethnicity, gender, language, race, religion, sexual orientation, and socio-economic status.

Incomplete Grade Policy

Receiving a grade of incomplete (“I”) is not based solely on a student’s failure to complete work or as a means of raising his/her grade by doing additional work after the grade report time. An incomplete grade can be given only when a student has a serious medical problem or other extenuating circumstance that legitimately prevents completion of required work by the due date. In any case, for a student to receive an 'I' grade, the student's work to date should be passing, he/she must have completed a significant portion of the course, and the student must provide proper written proof (e.g., a doctor's note) of the extenuating circumstances.

Religious Accommodation for Students Policy

The instructor will observe University Policy 409 (<https://legal.uncc.edu/policies/up-409>) on matters of religious accommodation. Please note that the procedure prescribed by this policy requires a notice to the instructor prior to the census date of the semester (typically the tenth day of instruction).

Tentative Class Schedule

Note: There are likely to be additional required readings that are not listed in the syllabus and that will also be assigned during the semester. It is important to check the class (Canvas) web site *regularly* to keep apprised of assigned articles and homework problems, as well as revisions to this syllabus.

Date	Reading
Wednesday, August 23, 2023	Course Administration
	Chapter 1: Introduction
	Chapter 2: Strategy
	Chapter 7 an Chapter 7S: Manufacturing Processes
	Chapter 8: Facility Layout
Wednesday, August 30, 2023	Chapter 9: Service Processes
Wednesday, September 6, 2023	Chapter 4: Project Management
Wednesday, September 13, 2023	Exam 1
Wednesday, September 20, 2023	Chapter 12: Six-Sigma Quality
	Chapter 13: Statistical Process Control
Wednesday, September 27, 2023	Chapter13: Statistical Process
Wednesday, October 4, 2023	Chapter13: Statistical Process Control
	Chapter 18: Forecasting
Wednesday, October 11, 2023	Chapter 19: Sales and Operations Planning
Wednesday, October 18, 2023	Exam 2
Wednesday, October 25, 2023	Chapter 20: Inventory Control
Wednesday, November 1, 2023	Chapter 20: Inventory Control
Wednesday, November 8, 2023	Exam 3
Wednesday, November 15, 2023	Chapter 21: Material Requirements Planning
Wednesday, November 22, 2023	Thanksgiving
Wednesday, November 29, 2023	Chapter 10: Waiting Line Analysis and Simulation
	Chapter CE Enterprise Resource Planning - ERP
	Chapter CE Sustainability – Environmental Social Governance
Wednesday, December 6, 2022	Reading Day
Wednesday, December 13, 2022	Exam 4