OPER 3100 Operations Management - 002  
Fall 2012  MW 3:30pm – 4:45pm  Rowe 161

Course content: Accessible via http://moodle.uncc.edu/

R. Martin, rjmartin@uncc.edu  
Office: Friday 341A  
Office hours: By Appointment

Text and Materials:  
ISBN: 0073525227  
ISBN13: 9780073525228  
It can be purchased or rented from UNC Charlotte bookstore (Barnes&Noble) and also can be bought from Gray's bookstores, www.bestbookbuys.com , www.half.com , www.amazon.com and other Internet sources.

(2) Notes, recorded lectures, etc. on the course web page.  
(3) Bring a calculator to each class. Space permitting laptop computers are also allowed in the class except during exams.

Catalog Description:  
OPER 3100. Operations Management. (3) Prerequisites: MATH 1120, STAT 1220, ACCT 2121, 2122; ECON 2101, 2102; INFO 2130; junior standing. Introduction to and development of the management functions in manufacturing and non manufacturing organizations. A systems approach to the organizational environment, the basic operating functions, the problems and decisions a manager encounters and solution techniques and models. Computer applications are included where appropriate.

Learning goal for Operations Management:  
Upon successful completion of the course Belk College students should be able to utilize a variety of analytical tools to make sounds decisions in the Operations Management domain.

General 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.
**Assignments:** Students are expected to do all the suggested assignments. Practicing, reviewing, re-solving the problem sets are the best way to learn and prepare for the exams.

**Student workload:** This 3-credit course requires **three** hours of classroom or direct faculty instruction and **six** hours of out-of-class student work each week for approximately 15 weeks. Out-of-class work may include but is not limited to: required reading, library research, written assignments, and studying for quizzes and exams.

**Class preparation:** The easiest way to earn a good grade is to use the class notes/presentation as your guide while reading the relevant chapter/section of the textbook prior to each class session. Then, organize your notes and/or work out a couple of problems after the class, preferably the same day. That is it!

**Attendance Policy:** Students must attend all lectures and quizzes. Class attendance is highly correlated with learning the material and earning a good grade. Note that (1) some topics discussed in the classroom are not covered adequately in the textbook, thus the instructor will present alternative approaches, and (2) historically, those who skip the class tend to make less than their target grades and (3) the instructor refuses to answer questions due to absenteeism. A student that misses a class is responsible for obtaining any needed information (e.g., notes) from fellow students.

**Class Cancellation:** In the event that I am unable to attend class or the University is closed unexpectedly, assume the material will be moved forward to the next meeting.

**Academic honesty/integrity:** THE UNC CHARLOTTE CODE OF STUDENT ACADEMIC INTEGRITY governs the responsibility of students to maintain integrity in academic work, defines violations of the standards, describes procedures for handling alleged violations of the standards, and lists the applicable penalties. The following is a list of prohibited conduct in that Code as violating these standards: A) Cheating; B) Fabrication and Falsification; C) Multiple Submission; D) Plagiarism; E) Abuse of Academic Materials; and F) Complicity in Academic Dishonesty. For more detail and clarification on these items and on academic integrity, students are strongly advised to read the current "UNCC undergraduate catalog."

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.

**Philosophy of teaching:** I demand meaningful learning which can be interpreted by being able to translate the ideas, free of errors, into your own words and solve problems that are structurally different from those presented in class and textbook(s). Hence, always try to learn the materials by concentrating on the underlying principles. I will try to make you think by asking you questions and problems which may not be directly covered during the class lectures.
Miscellaneous:
The instructor reserves the right to change the course outline, and the course contents. There will be no extra credit offered for any student during the semester. The instructor will keep all exams.
All electronic & telecom equipment such as cell phones, laptops, etc. must be kept silent during the lecture.

Class Conduct: Disruptive behavior includes but is not limited to, side conversations between two or more students during lecture, unnecessary comments that add no value to class, and any activities that negatively impact the ability of other students to learn and/or listen in class. Disruptive behavior will not be tolerated. I have in the past and will in the future (if necessary) amend the syllabus and grading policy to penalize individuals that exhibit disruptive behavior.

Statement on 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.

Grading:
Four mid-term exams and a cumulative final. The lowest of the five exams will be dropped. A 100-90, B 89-80, C 79-70, D 69-60, F 59-0.

Should a student miss an exam as a result of missing a class, that student will receive a grade of zero. In the event that the excuse is approved (definitely, absolutely must provide proper documentation) then the student will take the make-up within three school days (M-F). Students who miss more than one quiz should drop the class otherwise will be given an F.

Exams are closed book and notes. However, as needed a formula sheet will be provided. I will review the exam only once and in class. Absent students forfeit their chance to review their exam. Therefore, it is very important that all students are present during these reviews.

Posting grades: Students will access to their grades via Moodle.

Important Dates:
First day of class: August 20
Labor Day: September 3
Fall Recess: October 8
Last day to drop a course with a "W": October 29
Thanksgiving Break: November 21
Last day of class: December 5
Final: TBA
Course Outline
Detailed topics, course notes, recorded lectures, handouts, changes in the schedule, etc. are all available via Moodle.

Introduction to the Operations and Supply Chain Management - Chap 1

Appendix A: Linear Programming
Problems: 3, 4, 5, 6

Project Management – Chap 10
Problems: 2, 4, 6, 8, 9

Demand Management and Forecasting – Chap 15
Problems: 2, 3, 11, 12, 14, 20, 21

Aggregate Sales and Operations Planning – Chap 16
Problems: 4, 5

Inventory Management – Chap 17
Problems: 3, 6, 12, 14, 17, 18, 21, 24

Materials Requirements Planning – Chap 18
Problems: 3, 4, 5, 6, 7, 8, 9

Operations Scheduling – Chap 19
Problems: 4, 5, 6, 7, 8, 9, 14, 15

Quality Management – Chap 9

Process Capability and SPC – Chap 9A
Problems: 3, 4, 6, 7, 8, 9, 11, 13