



Course Name: Operations Management

Course Number: OPER 3100 section 004

Term: Fall 2023

Course Day/Time: TR 2:30 PM to 3:45 PM

Room: Friday 142

Course Information.

Instructor: Prof. Theophile Ndabu

Contact Information: Please use my UNCC email. I generally respond quickly

Email: rndabu@uncc.edu

Office Hours:

Mondays 1:00 PM to 2:00 PM

Tuesdays 1:00 PM to 2:00 PM

Thursdays 1:00 PM to 2:00 PM

or by appointment/Can be Zoom

Format: This course will be taught in person. The class will meet two times per week from 2:30 PM to 3:45 PM on Tuesdays, and Thursdays.

Course Description and Prerequisites

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 nonmanufacturing organizations. The course takes a systematic approach to the organizational environment, the basic operating functions, the problems, and the 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 discussion, 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.

Credit hour – Please note in your class that for every credit hour of classroom instruction, students should expect a minimum of 2 hours of out-of-class work related to the class (<https://provost.charlotte.edu/policies-procedures/academic-policies-and-procedures/academic-credit-hour>).

Required Course Materials

- F. Robert Jacobs and Richard Chase (2018). Operations and Supply Chain Management, 16th edition, McGraw-Hill. ISBN 978-1-260-23890-7 (Bound Edition), ISBN 978-1-260-70637-0 (Loose Leaf Edition). If the student utilizes older versions, it is their responsibility to reconcile to the 16th edition. The associated Connect product will be required for this course, as many of the in-class and homework problems are only available through the Connect product.

Assessment & Grading

Each assignment is graded using a rubric and points. The rubrics are posted on the course site. Points are added and the total number of points are used to calculate the final grade in the course based on the percentages below.

Assessment	Percentage
Exam 1	15%
Exam 2	15%
Exam 3	15%
Exam 4	15%
Research Paper	15%
Attendance & Class Participation	10%
Homework & Quizzes	15%
Total	100%

The point ranges for each course grade are:

Total Percentage Earned	Letter Grade
90% and Above	A
80% to 89%	B
70% to 79%	C
60% to 69%	D
59% and below	F

Course Assignments

Exams (60%)

Four exams will be scheduled for the course, each exam equal to 20%, - except the first exam (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).

The “Research Paper” (15%)

A semester long exercise will involve researching a company of your interest based on defining set of questions drawn from the course materials.

Homework and Quizzes (15%)

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 Participation (10%)

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.

Class Guidelines and Expectations

Ground Rules for the Class

I invite you to join me in creating and learning in a mutual learning environment. Mutual learning involves the following values: transparency, curiosity, informed choice, accountability, and compassion. To foster such an environment in this course here are some ground rules I suggest we follow (Schwarz, 2013, 79):

- State views and ask genuine questions
- Share all relevant information
- Use specific examples and agree on what important words mean
- Explain reasoning and intent
- Focus on interests, not positions
- Test assumptions and inferences
- Jointly design next steps
- Discuss undiscussable issues

Covid-19 policies

It is the current policy of UNC Charlotte that as a condition of on-campus enrollment, all students are required to engage in safe behaviors to avoid the spread of COVID-19 in the 49er community.

Such behaviors specifically include the requirement that all students properly wear CDC-compliant face coverings in all indoor spaces on campus, including classrooms and labs, **regardless of vaccination status**. Failure to comply with this policy in the classroom or lab may result in dismissal from the current class session. If the student refuses to leave the classroom or lab after being dismissed, the student may be referred to the Office of Student Conduct and Academic Integrity for charges under the Code of Student Responsibility (<https://legal.charlotte.edu/policies/up-406>).

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. Failure to attend class or arriving late may impact your ability to achieve course objectives, which could affect your course grade. An absence, excused or unexcused, does not relieve a student of any course requirement. Regular class attendance is a student's obligation, as is a responsibility for all the work of class meetings, including tests and written tasks. Any unexcused absence or excessive tardiness may result in a reduction of the participation grade.

Students are encouraged to work directly with their instructors regarding their absence(s). For absences related to COVID-19, please adhere to the following:

- Please check [Niner Nation Cares](#) for the most up-to-date information regarding Covid-19 updates.
- Complete your Niner Health Check each morning.
- **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](#), indicate so on your [Niner Health Check](#) to alert the University. Submit a copy of your [Niner Health Check notification email](#) to your instructors. Upon learning that you have tested positive or have been diagnosed for symptoms of COVID-19, either from your reporting or from Student Health Center testing or diagnosis, representatives from Emergency Management and/or the Student Health Center will follow up with you, and your instructors will be notified of the need for accommodations, as necessary.
- **If you have been exposed** to COVID-19 positive individuals and/or have been notified to self-quarantine due to exposure, indicate so on [your Niner Health Check](#) to alert the University. Representatives from Emergency Management and/or the Student Health Center will follow up with you as necessary. Submit a copy of your Niner Health Check notification email to your instructors. If you need any additional support verifying your absence after you have communicated with your professors, contact Student Assistance and Support Services ([Student Assistance and Support Services \(SASS\) | Student Assistance and Support Services | UNC Charlotte](#)).

To return to class after being absent due to a period of self-quarantine, students should submit a copy of their Niner Health Check clearance email to their instructor(s). To return to class after being absent due to a COVID-19 **diagnosis**, 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, as instructor I will help you continue to make progress in the course and provide assignments on a case-by-case basis. The final decision for approval of all absences and missed work is determined by the instructor.

Attendance and Participation Policy

Students are expected to actively participate in and constructively contribute to their own learning as well as the learning of others. Students are expected to inform the instructor of any expected absences. Consistent class attendance is a strong predictor of academic success. If you earn an F or U grade, your last date of attendance will be reported. This may require you to pay back any financial aid money received for this course. Students are responsible for the content of all assigned readings and lectures irrespective of attendance during the lesson.

Computer Skills and Digital Information Literacy Skills Expected

Students are expected to be proficient using Canvas as well as accessing, using, and creating MS Word, MS PowerPoint, MS Excel, and PDF documents.

- Alternative software packages from Google and Apple are acceptable if the assignment is submitted in a Microsoft acceptable format which may require conversion to the appropriate package or as a PDF in Canvas. In addition, students will need to conduct online research of academic and professional literature using search engines and University library databases.
- You may access UNCC Canvas from your 49er Express or direct access at: <https://canvas.charlotte.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.

Technical support is available to the Office of OneIT (see <https://oneit.charlotte.edu/>)

Communication Expectations

Students can expect to receive responses to emails within 48 hours. Feedback on assignments will be provided within 7 days. The primary mode of communication for this class is a combination of the use of Canvas and email. Make sure to check your email and access your Canvas account regularly. The instructor is not responsible for the student missing any information communicated via Canvas and email regarding the course. Please use my email address specified at the top of the syllabus for electronic communication. When **emailing the instructor or teaching assistant, include a subject and your section number.** Without a proper subject, your email may be deleted or may not be responded to due to security reasons.

Not all questions from students can be answered clearly in an email (e.g., questions on exam grade or final grade). So, questions about exam grade or final grade should be discussed only during office hours.

Course Policies

Make-up Policy and Late-Work Policy

Assignments are due no later than the due dates. Late submission of work will result in having 10% deducted (rounded down to the closest point or half-point) for each day the assignment is late. For example, for an assignment worth "5 Points" on which you earned "4 Points", your grade will be reduced to "3 Points". An

assignment worth “25 Points” on which you earned “22 Points” and submitted within 24 hours after the deadline will result in a grade of “19.5 Points”. Make-up exams/assignments will NOT be given except in cases of serious medical emergencies as evidenced by a written doctor's excuse or UNCC approved activities. Permission for UNCC approved activities must be obtained from UNCC and provided prior to the scheduled exam time. For students missing an exam with an approved excuse, accommodations may be made at the discretion of the instructor.

Additional Assignment Policies:

- The instructor reserves the right to make changes to the schedule.
- Each student is responsible for identifying/obtaining materials and assignments by regularly checking Canvas.

Writing Standards and Format:

- Look over and double-check all of your writings
- Appearance, style, format, neatness, spelling and everything else counts.
- Written reports and presentations are very important in business.
- As a business school course, all written communication is expected to conform to the highest business standards.

Community

During this course, you are expected to work independently, interdependently, and collaboratively. Some assignments are to be completed individually while others involve discussions among classmates or teamwork. You are encouraged to bring your relevant knowledge, and experience into the class and contribute to the learning. These approaches are designed to address a wide range of learning styles, support learning at the personal, team, and class levels. Please consider how you share what you share, how you challenge and support others, and how you contribute to the class environment. You are expected to demonstrate respect and professional behaviors by completing assignments on time and in ways that demonstrate high quality, clarity, and contribute to the learning of others.

Student Conduct

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. Definitions and examples of plagiarism are set forth in the Code. The Code is available from the Dean of Students Office or online at <https://legal.uncc.edu/policies/up-407>.

Disability Accommodations

UNC Charlotte is committed to access to education. 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. Contact the Office of Disability Services at 704-687-0040 or visit their office in Fretwell 230.

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 socioeconomic status.

Course Outline

OPER 3100 Spring 2023 - Subject to change					
Week	Week Starting Monday	Topic	Chapters	Important University Dates	Important Class Dates
1	21-Aug	Introduction	Chapter 1		
2	28-Aug	Strategy	Chapter 2		
3	04-Sept	Manufacturing Processes	Chapter 7, Chapter 7S	September 5 th – State Holiday	
4	11-Sept	Service Processes	Chapter 9, Chapter 9S		Exam 1 (Chapter 1, 2, 7, 9)
5	18-Sept	Project Management	Chapter 4		
6	25-Sept	Project Management	Chapter 4		
7	02-Oct	Forecasting	Chapter 18		Company selection Due (Part 1)
8	09-Oct	Forecasting	Chapter 18		
9	16-Oct	Sales & Operations Planning	Chapter 19		
10	23-Oct	Sales & Operations Planning	Chapter 19		Exam 2 (Chapter 4, 18, 19)
11	30-Oct	Inventory Management	Chapter 20		
12	06-Nov	Inventory Management	Chapter 20		
13	13-Nov	Material Requirements Planning	Chapter 21		
14	20-Nov	Material Requirements Planning	Chapter 21	University break (Nov 22-25)	Exam 3 (Chapter 20,21)
15	27-Nov	Six Sigma Quality	Chapter 12		Research Paper Due (Part 2)
16	04-Dec	Statistical Quality Control	Chapter 13	Last day of class (Dec 6)	Exam 4 (Chapter 12,13)
Final exam period (Dec 8-14)					
	19-Dec			Final Grades Due	

This syllabus may be subject to minor changes during the semester with adequate advance notice to students.