OPER 3100 - Operations Management
Tuesday & Thursday, Fall 2020 (Fully Online, Synchronous)

INSTRUCTOR INFORMATION
Dr. Rammohan Kasuganti
Adjunct Instructor - UNCC
Professor / Chair Emeritus - YSU
Email: rkasugan@uncc.edu
Office Hours (virtual): Tuesday, Thursday, Friday 1:30-3 pm

COURSE DESCRIPTION
Operations management involves the integration of numerous activities and processes to produce products and services in a highly competitive global environment. World class performance in operations, i.e., in product design, manufacturing, engineering, and distribution, is essential for competitive success and long-term survival. This course considers operations from a managerial perspective. We consider key performance measures of operations as well as important concepts for improving the performance of operations along these dimensions. At the end of the course, students will have a fair understanding of the role production/operations management plays in business processes. Emphasis is given both to familiarization of various production processes and service systems and to quantitative analysis of problems arising in the management of operations.

COURSE MATERIALS
- Bring (or have) a calculator / cell phone (on mute! To be used only for calculations.) to each class session.
- **Computer/Laptop Requirement**: For the Fall classes, you need to have a computer/laptop and internet connection/Wi-Fi. This is also a requirement for UNCC and all Belk College students. Please see the following links for more details on this policy.
  
  https://itservices.uncc.edu/laptop  
  https://belkcollege.uncc.edu/laptop-policy

Course Website: [http://canvas.uncc.edu/](http://canvas.uncc.edu/)
All lecture notes, solutions, grades, and updated information regarding the class will be posted on Canvas. Changes/Agendas/group feedback etc. are posted in the “Announcements” section and are also emailed to each student in the class. It is each student’s responsibility to check Canvas frequently for any new information about the course. This site is a communication as well as a
resource tool. For help in using canvas, please use the following link: https://canvas.uncc.edu/canvas-support

• Please report anything that does not match your own record (e.g., missing, or wrong grade) within SEVEN calendar days since the date the information was posted.

COURSE LEARNING OBJECTIVES

Following completion of the course, students will be able to do the following:
• Describe the operations and supply chain management (OSCM) function in an organization and the key aspects of OSCM decision making.
• Describe OSCM strategy and explain how the strategies are implemented via OSCM decisions.
• Know how forecasting is essential for supply chain planning. Appropriately use both qualitative and quantitative forecasting methods and assess their performance.
• Explain what projects are and how they are organized. Analyze &Evaluate projects using network-planning models.
• Explain why quality is important and the consequences of poor quality.
• Explain how control charts are used to monitor a process and the concepts underlying their use. Solve typical problems.
• Explain what a supply chain is, know the issues and strategies in supply chain management and be able to compute measures of supply chain performance.
• Describe basic inventory models and solve typical inventory problems.
• Explain how master production schedule requirements are translated into material requirements for lower-level items.

COURSE ASSESSMENT

The performance criteria are weighted as follows:

Exam 1 100 points – 20% - Chapters 1,2,7,9,18
Exam 2 100 points – 20% - Chapters 4,12,13
Exam 3 100 points – 20% - Chapters 14,16,20
Exam 4 100 points – 20% - Chapters 19,21
Quizzes (6 @15 points each) 90 points – 18%
Participation / Engagement 10 points - 2%
Sub-Total 500 points – 100%
Engagement Bonus 10 points - 2%
Total 510 points

Grade Assignment: A=100-90%, B= 89-80%, C=79-70%, D=69-60%, F=59-0%

Note: The course has 8 quizzes. The best 6 out of the 8 quizzes will count for the grade (lowest two quizzes will be dropped). NO MAKEUP QUIZZES. A MISSED QUIZ WILL BE COUNTED AS ONE OF THE TWO QUIZZES THAT WILL BE DROPPED. Each quiz will contain multiple-choice and/or calculation questions. Many Multiple-choice questions involve solving a problem to select the correct choice. You will also have to show your calculations in addition to marking the choice.
Exams
There are four exams. Each exam covers the materials in the corresponding chapters. For example, Exam 1 covers Chapters 1,2,7,9, & 18; Exam 2 covers Chapters 4, 12 & 13. Exams 1-4 are not cumulative. Plan now for the following dates: Oct 6 - Exam 1, Oct 29 - Exam 2, Nov 24 - Exam 3, Dec. 17* - Exam 4*. Any change in these dates will be communicated via the “Announcements link” in canvas and emailed to each student.

- Conflicts for the exams must be resolved before the exam dates. Please contact me at least two weeks prior to the exam date and let me know in writing. Last minute requests will not be accepted. NO MAKE-UP EXAMS will be given unless students obtain prior permission from the professor and provide official documentation. An unexcused absence from an exam will result in a grade of zero for that exam.
- A calculator is required for each exam (in addition to the computer/laptop and broadband/Wi Fi connection needed for taking this class). Exams are taken at the UNCC canvas website and will use the lockdown browser. More on this in the “Technology Requirements” section of the Syllabus and in the “START HERE” section of the canvas site of this course.

Quiz & Exam Dates
There will be 8 quizzes for this course. Quiz due dates are listed below and are to be completed by 11:59 pm on that date. Each quiz will contain true or false, multiple-choice and/or calculation questions. I will drop the lowest 2 quiz grades and use the highest 6. Quiz grades account for 18% of your overall final grade.
Quizzes are taken asynchronously (i.e. at your own schedule) and completed within a specified time interval.

There will be 4 Exams. The dates are listed below. The Exam structure is similar to the quizzes. Exams account for 80% of your overall final grade. Exams are to be taken synchronously (i.e. when the class is scheduled) and completed within a specified time interval. The exams are to be taken using a lockdown browser, and Respondous monitor.

- Quiz 1: Ch’s 1 & 2 – DUE by 9/14
- Quiz 2: Ch’s 7 & 9 – DUE by 9/21
- Quiz 3: Ch 18 – DUE by 9/30
- Exam I: 10/6/2020 – Ch’s 1,2,7,9,18
- Quiz 4: Ch 4 – DUE by 10/14
- Quiz 5: Ch’s 12, 13 – DUE by 10/26
- Exam 2 – 10/29/2020 – Ch’s 4,12,13
- Quiz 6: Ch’s 14,16 – DUE by 11/11
• Quiz 7: Ch 20 – DUE by 11/23

• Exam 3 – 11/24/2020 – Ch’s 14,16,20

• Quiz 8: Ch’s 19, 21 - DUE by 12/14

• Exam 4 – Finals Week (Date per UNCC Exam schedule) - Ch’s 1,2,19,21

Please mark these dates on your calendars. Any change in the dates specified above will be communicated via the “Announcements link” in canvas and emailed to each student at least 7 days in advance.

Class Attendance & Participation
You are encouraged to attend every class, review the outline before class, submit Quizzes and HW before the deadlines, and take all the exams when they are scheduled. In addition to reviewing material covered in each Module before the beginning of a new module and actively engaging with the Instructor and Class members will enhance your learning and create a positive learning environment for this course. Do not be afraid to make points that you may regard as minor, ask clarifying questions, or otherwise contribute in small ways. There are 27 class sessions (includes the three Exam days) before Exam 4 during Finals week. The participation and Engagement bonus grades are based on the # of sessions you attended and participated in (group discussions, exercises) AND the # of Quizzes/HW completed on time.

For my part, in addition to engaging with you during the live sessions (at the scheduled times for the class), I will have virtual office hours (Zoom or WebEx sessions) that are scheduled at fixed times. For meeting exceptional needs, we can pre-arrange a call / zoom meeting at a mutually convenient time. Please limit phone calls to exceptional needs only. If you cannot email right away, you can wait and email when you can.

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. Please keep all electronic and telecom equipment such as laptops, cell phones, beepers, etc. on “silent” mode during class.

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

Withdrawal from Class
The administration of this institution has set deadlines for withdrawal of any college-level courses. These dates and times are published in that semester's course catalog. Administration procedures must be followed. It is the student's responsibility to handle withdrawal requirements from any class. In other words, I cannot drop or withdraw any student. You must do the proper paperwork to ensure that you will not receive a final grade of "U" in a course if you choose not to attend the class once you are enrolled. The last day to drop a course with no grade is September 14th. The last day to withdraw from a course is November 3, 2020 (grade subject to withdrawal policy).

Incomplete Grade Policy
As per university policy, incomplete grades will be granted 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, and the final grade reported within one calendar year from the date on which the “I” grade was recorded. The instructor assigning the “I” grade may specify a shorter time than one year for completion of the work and the assignment of a final grade. If the “I” is not removed during the specified time, a grade of “U” or “N” as appropriate is automatically assigned. Time extensions for the completion of an “I” beyond one year cannot be approved except by special request to the Graduate School under extraordinary circumstances. The grade of “I” cannot be removed by enrolling again in the same course.

Academic honesty/integrity

Students have the responsibility to know and observe the requirements of The UNC Charlotte Code of Student Academic Integrity. This code forbids cheating, fabrication or falsification of information, multiple submission of academic work, plagiarism, abuse of academic materials, and complicity in academic dishonesty. Any special requirements or permission regarding academic integrity in this course will be stated by the instructor and are binding on the students. Academic evaluations in this course include a judgment that the student's work is free from academic dishonesty of any type, and grades in this course therefore should be and will be adversely affected by academic dishonesty. Students who violate the code can be expelled from UNC Charlotte. The normal penalty for a first offense 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. Copies of the code can be obtained from the Dean of Students Office. Standards of academic integrity will be enforced in this course. Students are expected to report cases of academic dishonesty to the course instructor. For more detail and clarification on these items and on academic integrity, please review the UNCC Code of Student Academic Integrity (http://www.legal.uncc.edu/policies/ps-105.html).

DIVERSITY AND DISABILITY POLICY

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.

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 accommodations, contact the Office of Disability Services at 704-687-0040 or visit their office in Fretwell 230.OPER3100-005Syllabus-2020Fall.docx

TECHNOLOGY Info / Links (WebEx, Canvas, CTL etc.)

Computer/Laptop Requirement: For the Fall classes, you need to have a computer/laptop and internet connection/Wi-Fi. This is also a requirement for UNCC and all Belk College students. Please see the following links for more details on this policy.
Canvas: I am sure you are familiar with Canvas from your other classes. Many of you might also have had online classes last Spring & Summer. The Center for Teaching and Learning at UNCC has many useful videos and guides for successfully navigating the canvas website. The link is provided below.

Canvas Support: https://canvas.uncc.edu/canvas-support

Poll Everywhere: The Poll Everywhere system would be used for class attendance/participation/in-class quizzes. This requires a web-enabled device. This is a free system provided by the University. This can be a laptop computer, tablet, or smartphone. You are responsible for ensuring that your device is fully operational. How do students login to Poll Everywhere to use a license? Click Here (Links to an external site.). Poll Everywhere Initial Sign-up: The address to use when signing in during class on your device is Pollev.com/--------. Poll Everywhere FAQs page: Click Here (Links to an external site.). Note: As per the instructions, when signing up for Poll Everywhere or when signing in during class, make sure to use your UNCC email and credentials rather than a personal email such as email, etc.

Important Information & Policies for Fall semester

Niner Nation Cares: All students must follow the updates and instructions related to Fall semester reopening posted on http://ninernationcares.uncc.edu and https://ninernationcares.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.

Face coverings in classrooms and labs: It is the policy of UNC Charlotte for the Fall 2020 semester 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 while in buildings including in classrooms and labs. Students are permitted to remove face coverings in classroom or lab settings only when the instructor explicitly grants permission to do so (such as while asking a question, participating in class discussion, or giving a presentation) and while at an appropriate physical distance from others. 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.

Absenteeism during 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. 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 loss of participation points.

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 because 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.
## Tentative Course Outline/Schedule:

<table>
<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Topic</th>
<th>Chapter</th>
<th>Quiz</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Sept 8</td>
<td>Course Syllabus and Introduction</td>
<td>Ch1</td>
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<td></td>
<td>Sept 10</td>
<td>Strategy</td>
<td>Ch2</td>
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<td>2</td>
<td>Sept 15</td>
<td>Manufacturing Processes</td>
<td>Ch 7</td>
<td>Due 9/14 → Quiz 1 -1,2</td>
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<td>Sept 17</td>
<td>Service Processes</td>
<td>Ch9</td>
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<td>3</td>
<td>Sept 22</td>
<td>Forecasting</td>
<td>Ch 18</td>
<td>Due 9/21 → Quiz 2 -7,9</td>
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<td></td>
<td>Sept 24</td>
<td>Forecasting</td>
<td>Ch 18</td>
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<td>4</td>
<td>Sept 29</td>
<td>NO CLASS -Move in Day</td>
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<td></td>
<td>Oct. 1</td>
<td>Exam Review</td>
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<td>Due 9/30 → Quiz 3-18</td>
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<tr>
<td>5</td>
<td>Oct. 6</td>
<td>Exam 1</td>
<td>Ch’s 1, 2, 7, 9, 18</td>
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<td></td>
<td>Oct 8</td>
<td>Project Management</td>
<td>Ch 4</td>
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<tr>
<td>6</td>
<td>Oct. 13</td>
<td>Project Management</td>
<td>Due 10/14 → Ch’s 4</td>
<td>Quiz 4 - 4</td>
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<tr>
<td></td>
<td>Oct. 15</td>
<td>Six Sigma Quality</td>
<td>Ch12</td>
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<td>7</td>
<td>Oct. 20</td>
<td>Statistical Quality Control</td>
<td>Ch13</td>
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<td>Oct. 22</td>
<td>Statistical Quality Control</td>
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<td>Oct. 27</td>
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<td>Due 10/26 → Quiz 5-12,13</td>
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<td>Oct 29</td>
<td>Exam 2</td>
<td>Ch’s 4,12,13</td>
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<td>9</td>
<td>Nov 3</td>
<td>Lean Supply Chains</td>
<td>Ch14</td>
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<td></td>
<td>Nov 5</td>
<td>Global Sourcing and Procurement</td>
<td>Ch16</td>
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<td>Nov 10</td>
<td>Global Sourcing and Procurement</td>
<td>Ch16</td>
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<td>Inventory Management</td>
<td>Ch20</td>
<td>Due → 11/11 Quiz 6-14,16</td>
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<td></td>
<td>Nov 17</td>
<td>Inventory Management</td>
<td>Ch20</td>
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<td>11</td>
<td>Nov 19</td>
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<td></td>
<td>Due 11/18 → Quiz 7- 20</td>
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<td>Nov 24</td>
<td>Exam 3</td>
<td>Ch’s 14, 16, 20</td>
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<td>12</td>
<td>Nov 26</td>
<td>Thanksgiving Day</td>
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<td>Dec 1</td>
<td>Sales and Operations Planning</td>
<td>Ch 19</td>
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<td>13</td>
<td>Dec 3</td>
<td>Sales and Operations Planning, MRP</td>
<td>Ch 19,21</td>
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<td>Dec 8</td>
<td>MRP-Material Requirements Planning</td>
<td>Ch 21</td>
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<td>Dec 17</td>
<td>Finals Week - Exam 4*</td>
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**Note:**
- These timelines are subject to change at the discretion of the instructor.
- *Please check the updated UNCC Final exam schedule for Fall 2020*