OPERATIONS MANAGEMENT
OPER 3100-092, Fall 2020

Instructor: Ravi Rajagopalan
Office: Not Available
Phone: Not Available
E-Mail: rrajago3@uncc.edu

Classes: On-line only on Mondays from 1730 – 2015 hours starting September 7, 2020
Office Hours: Wed and Thurs 18:00 -19:00 hours – No appointments
Course Coordinator: Dr. Xiuli He, Professor of Operations Management
Office - Friday 352A; Phone – (704) 687-7629; email - xhe8@uncc.edu

Course Material:
- Have a calculator for each class
- Notes, etc. are on Canvas. You may access UNCC Canvas 2 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.
- All class meetings will be on-line on Zoom and office hours will also be online. This will be setup through Canvas.

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 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.
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.

Student Learning Objectives/Outcomes:
- Understanding the importance of operations management in the decision making process.
- Familiarization of various production processes and service systems.
- Ability of quantitative analysis of problems arising in the management of operations.

Grading:
Course grades will be based according to the following:

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>3 exams @ 25% each</td>
<td>75%</td>
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<tr>
<td>1 Assignment for week of Sept. 28</td>
<td>15%</td>
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<tr>
<td>Quizzes</td>
<td>10%</td>
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<tr>
<td>Total</td>
<td>100%</td>
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The final course grades are based on:

<table>
<thead>
<tr>
<th>Course Average</th>
<th>Grade</th>
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<tbody>
<tr>
<td>90% and over</td>
<td>A</td>
</tr>
<tr>
<td>80% to less than 90%</td>
<td>B</td>
</tr>
<tr>
<td>70% to less than 80%</td>
<td>C</td>
</tr>
<tr>
<td>60% to less than 70%</td>
<td>D</td>
</tr>
<tr>
<td>Less than 60%</td>
<td>F</td>
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Exams
All exams will be closed book/open-notes. Exams are not cumulative, i.e., they cover only the material covered in the corresponding course unit. **The duration of each exam is 75 minutes**

Make-up Exam Policy
At most one make-up exam will be granted for each student if you have a valid reason (illness, work, emergency, etc). You need to provide the relevant documentation to be allowed to take the makeup exam.

Homework:
Problems will be assigned from several topics covered in class. 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. You do not need to turn in any homework. They will not be graded

Extra Credit Work: There will be NO EXTRA CREDIT work offered for any individual student during the semester. Please do not depend on any extra credit opportunities to improve your grade later in the semester.

Class Web Site / Canvas
You are required to access regularly the Canvas class web site and in particular, before each class. In addition to containing helpful information, Canvas will be used to conduct class meetings, communicate information on assignments, changes to the syllabus, and other announcements of general interest.
Tentative Class Schedule
This is a tentative class schedule subject to change by the instructor or the university. There could 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.

<table>
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<tr>
<th>Week</th>
<th>Date</th>
<th>Topic</th>
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| 1    | Sept 7 | Course Administration  
Chapter 1: Introduction  
Chapter 2: Strategy  |
| 2    | Sept 14| Chapter 4: Projects  
Chapter 8: Facility Layout  |
| 3    | Sep 21 | Chapter 4: Projects … CPM with 3 time estimates, Time-Cost model  
Chapter 7: Manufacturing Processes  |
| 4    | Sept 28| **All undergraduate classes suspended on Sept. 28 & 29 to allow for new campus move-in dates and the transition to on-campus instruction … Work on Assignment or case study with 15% toward grade**  |
| 5    | Oct 5  | Chapter 8: Facility Layout (Continued)  
Chapter 9: Service Processes  |
| 6    | Oct 12 | Exam #1 – Topics covered to date  |
| 7    | Oct 19 | Chapter 18: Forecasting  |
| 8    | Oct 26 | Chapter 18: Forecasting (Continued), Chapter 20: Inventory Management  |
| 9    | Nov 2  | Chapter 20: Inventory Management (Continued)  |
| 10   | Nov 9  | Exam #2 – Forecasting & Inventory Mgt.  |
| 11   | Nov 16 | Chapter 21: Material Requirements Planning (MRP)  |
| 12   | Nov 23 | Chapter 12: Six-Sigma Quality, MRP practice problems  |
| 13   | Nov 30 | Chapter 16: Statistical Process Control (SPC)  |
| 14   | Dec 7  | Review of Key Concepts, Catch up  |
| 15   | Dec 14 | Chapter 19: Sales and Operations Planning  |
| 16   | Dec 21 | Final Exams – Exam #3 – MRP, Six Sigma, SPC  |

Attendance:
Consistent class attendance is a strong predictor of academic success. Some material covered in class may not be adequately discussed in the text. Thus, it is important that you attend class so that you are prepared for exams. An attendance record of less than 70% will result in a grade of F for the course. 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.

Withdrawal from Class:
The administration of this institution has set deadlines for withdrawal from 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, the instructor cannot drop or withdraw any student. You must do the proper OPER 3100-092 – Fall 2020 paperwork to ensure that you will not receive a final grade of "F" in a course if you choose not to attend the class once you are enrolled.

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.

**Laptop requirement policy:** The university has implemented a laptop requirement policy and Belk college of Business has added to that with its own policy. Please read all sections including FAQs and web-cam and lock-down browsers requirements, if any. Please do a test-run during your first or second class to make sure that you have complied with the requirement. This will likely help catch issues early on and to direct to appropriate resources for complying with the policy. The details are in the following links:

https://itservices.uncc.edu/laptop
https://belkcollege.uncc.edu/laptop-policy

**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 abide by 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 if any. Students may not "work together" on graded assignments unless explicitly stated otherwise or 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, 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.

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 1. 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.

If you are unclear about whether a particular situation may constitute an honor code violation, you should contact me or department chair 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. 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.

**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).