

**Sales and Operations Planning**  
**OPER 3201-001, Fall 2022**  
**Deliver Mode: Face-to-face**

**Instructor:** Dr. Moutaz J. Khouja  
**Office:** Friday 351C  
**Virtual Room:** <https://charlotte-edu.zoom.us/j/5380477858?pwd=SFBBRjNzK1JITk5UOW5zODI6cEVnUT09>  
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**Office Hours:** Tuesday/Thursday 1:15 am-2:45 pm, both main campus office and Zoom.  
Wednesday 4:00 pm-5:15 Zoom only, and by appointment.  
<https://charlotte-edu.zoom.us/j/5380477858?pwd=SFBBRjNzK1JITk5UOW5zODI6cEVnUT09>  
I will be available other times and you can schedule a time when can meet. Please send me an email and we can schedule a meeting.

**Text (required)**

Jacobs, F. R., W. L. Berry, D. C. Whybark, and T. E. Vollman. *Manufacturing Planning and Control for Supply Chain Management*, Irwin., Boston, 6th edition, 2011.

Other course materials including PowerPoint presentations and Excel files will be provided on the course's Canvas website at: <http://canvas.uncc.edu/>.

**Prerequisite:**

OPER 3100 or equivalent

**Course Description**

This course provides an in-depth study of the full spectrum of activities of production managers. Topics covered include forecasting, independent demand inventory management, just-in-time inventory management, materials requirement planning, capacity planning, production activity control, and master production scheduling. Emphasis will be given to the use of personal computers to support decision making.

**Objectives**

The objectives of the course are:

1. to familiarize students with the problems that arise in planning production and manage inventory and capacity,
2. to provide an overview of the techniques used to plan an efficient and smooth production,
3. to provide the students with working knowledge of the use of computers for production planning and control.

**Class Web Site**

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 communicate information on assignments, changes to the syllabus, and other announcements of general interest.

## **Grading**

Course grades will be based on three exams and homework according to the following:

3 exams @ 28% each	84%
Homework	11%
Participation	5%
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 course grade is based on a straight scale as follows:

- A: 90.0+
- B: 80.0 – Less than 90.0
- C: 70.0 – Less than 80.0
- U: Less than 70.0

Please note that **11:59 pm of October 24, 2022** is the deadline to withdraw from a course and retain others.

## **Exams**

All exams will be open-book open-notes taken on Canvas in class during scheduled class periods. Therefore, **you are required to bring a laptop to class on exam days**. Exams 1-3 are not cumulative, i.e., they cover only the material covered in the corresponding course unit.

Technologies like Respondus Monitor and Lockdown Browser may be required to be activated. Failure to comply will result in your submission not being accepted for grading and you will get a zero for that exam.

## **Make-up Exam Policy**

Students are expected to take exams during the scheduled exam periods unless documentation of a valid excuse is provided. At most one make-up exam will be granted for each student for Exams 1-3 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**

Problems will be assigned from each topic covered in class. Students are strongly encouraged to solve suggested problems, since the effort expended in the homework is usually reflected in performance on the exams and is part of the participation points. Many assignments will require the use of computers. Some assigned problems will be collected and graded. Graded homework is to be submitted online using Canvas in Excel file format.

## **Due dates for submitting homework**

Students are expected to complete homework assignments and submit by the specified deadline. Late

homework submission is allowed for 24 hours beyond the scheduled deadline, but will incur a 20% penalty.

### **Laptop requirement**

All upper-level business students, which includes all students in this class, are required to have their own personal laptop computer. The policy and the minimum system requirements are found at the link <https://belkcollege.uncc.edu/laptop-policy>. In particular, students in INFO 3221 must have working webcam and microphone in their laptop.

### **Student Support**

The details of student support resources available are provided at following links.

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

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

### **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.

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.

### **Title IX Reporting Expectations**

UNC Charlotte is committed to providing an environment free of all forms of discrimination and sexual harassment, including sexual assault, domestic violence, dating violence, and stalking. If you (or someone you know) has experienced or experiences any of these incidents, know that you are not alone. UNC Charlotte has staff members trained to support you in navigating campus life, accessing health and counseling services, providing academic and housing accommodations, helping with civil protective orders, and more.

Please be aware that all UNC Charlotte employees, including faculty members, are expected to relay any information or reports of sexual misconduct they receive to the Title IX Coordinator. This means that if you tell me about a situation involving sexual harassment, sexual assault, dating violence, domestic violence, or stalking, I am expected to [report the information to the Title IX Coordinator](#). Although I am expected to report the situation, you will still have options about how your case will be handled, including whether or not you wish to pursue a formal complaint. Our goal is to make sure you are aware of the range of options available to you and have access to the resources you need.

If you wish to speak to someone confidentially, you can contact the following on-campus resources, who are not required to report the incident to the Title IX Coordinator: (1) University Counseling Center ([counselingcenter.uncc.edu](http://counselingcenter.uncc.edu), 7-0311); or (2) Student Health Center ([studenthealth.uncc.edu](http://studenthealth.uncc.edu), 7-7400). Additional information about your options is also available at [titleix.uncc.edu](http://titleix.uncc.edu) under the "Students" tab.

All students are required to abide by the UNC Charlotte [Sexual Harassment Policy](#) and the policy on [Responsible Use of University Computing and Electronic Communication Resources](#). Sexual harassment, as defined in the UNC Charlotte Sexual Harassment Policy, is prohibited, even when

carried out through computers or other electronic communications systems, including course-based chat rooms or message boards.

### **Diversity and Inclusion**

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.

### **Attendance**

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 75% will result in a grade of F for the course. Attendance will be counted towards class participation points.

**DO NOT JOIN ONLINE CLASSES WHILE DRIVING. IT IS ABSOLUTELY UNSAFE & UNWISE.**

### **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.

### **Accommodation for Disabilities**

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.

### **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.

### **Course Outline**

Chapter 1	Manufacturing Planning and Control
Chapter 1A	Enterprise Resource Planning (ERP)
Chapter 2	Demand Management
Chapter 3	Forecasting

Chapter 4	Sales and Operations Planning
Chapter 11	Order Point Inventory Control Methods
Chapter 5	Master Production Scheduling
Chapter 6	Material Requirement Planning
Chapter 7	Capacity Planning and Management
Chapter 9	Just-in-time
Chapter 8	Production Activity Control
Chapter 10	Distribution Requirements Planning

### **Important Dates and Tentative Exam Schedule**

<b>9/29/2022</b>	<b>Exam 1</b>
<b>10/10/2022 to 10/11/2022</b>	Fall Recess - No Classes
<b>10/24/2022, 11:59 pm of</b>	Deadline to withdraw from a course (retain others) with grade of W
<b>11/03/2022</b>	<b>Exam 2</b>
<b>11/23/2022 to 11/26/2022</b>	Thanksgiving Break - No Classes
<b>12/07/2022</b>	Last day of classes
<b>12/13/2022, 11:00 am</b>	<b>Exam 3</b>