

Syllabus OPER 3100: OPERATIONS MANAGEMENT

Spring 2020, Section 092, Thursdays beginning January 21, 5:30-8:15 pm

Instructor: Carolyn Farr Sly, CFPIM, CSCP, CPSM, CPM

Office: Virtual via WebEx. I will not be on campus so please contact me via email.

Office hours: Wednesday 4:30-5:30 and Thursdays 4:30-5:30 or by appointment. (email me if you need to meet during office hours or another time during the week. I know several of you work and need an alternative time to discuss the topics in the Homework, Quizzes or Curriculum. I can setup a WebEx invitation so we can talk.

Email: cfsly@uncc.edu

Class Website: Canvas will be the website for course information and primary communication channels for this class Go to <http://canvas.uncc.edu> and log in with your NinerNet credentials. All classes will be held virtually and you can join the class online via the WebEx links posted on Canvas for each week's class.

Catalog Course 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 application 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 and supply chain 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.

Text and Materials:

- Textbook: *Operations and Supply Chain Management*, 15th edition, by Jacobs & Chase, McGraw-Hill/Irwin, 2017. ISBN: 978-1259666100.
- Notes, etc. are on Canvas.
- Bring a calculator to each class.
- Laptop with WebCam and microphone required as of Fall 2020. See <https://belkcollege.uncc.edu/laptop-policy> and <https://itservices.uncc.edu/laptop>

Do not use phones to take exams or quizzes. Many graphics will not display on cellphones and no retakes will be allowed. Laptops can be loaned from the Computer Labs in the Friday Building.

Use of Canvas: You may access UNCC Canvas from My UNC Charlotte (<https://my.uncc.edu/>) or direct type **canvas.uncc.edu/**. All lecture notes, quizzes, suggested assignments, practice questions, solutions, 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 (e.g., missing or wrong grade) within SEVEN calendar days since the date the information was posted.

Class participation: I expect every student to study the textbook and other posted materials (notes, solutions, etc.) prior to each class session. Students must be prepared to answer questions on the "current" topic. **There will be a quiz question each class that will need to be answered during class.**

Attendance Policy: Class attendance is required. I will be taking attendance every class based on the computer attendance logged into the software. **If you are not able to make the class, please email me BEFORE the class and specify the reasons.** 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 the course.

There will be a two point grade for each scheduled class attendance. If you do not attend at least 90% of the entire class you will not get the two point grade. You will not be given partial credit for attending part of class.

Students who miss more than 50% of the classes (excused or unexcused) during the semester will not be allowed to take the exams. However, when you attend class, it is important to not arrive late or leave early as it is very, very disruptive. You are responsible for completing the work from all of the class meetings. You are responsible for any material covered, announcements made, assignments distributed, and any other type of work you may miss during any absence from class. The exams may contain material discussed in the class but not posted on Canvas.

Some topics discussed in the classroom are not covered adequately in the textbook, thus the instructor will present alternative and better approaches.

- Historically, those who skip the class tend to make less than their target grades.
- A student that misses a class is responsible for obtaining any needed information (e.g., notes, announcements) 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.

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.

Please keep all electronic and telecom equipment such as cell phones, laptops, etc. on “silent” mode during class. I realize that since this is a virtual class that many of you may be on mute, but be prepared for me to ask questions so you will need to go off mute and speak. This may require a headset if you do not have a working microphone in your computer.

Assignments: Students are expected to do all the suggested assignments, since the effort expended in the assignment is usually reflected in performance on the exams. Homework will be posted and the answer key to the homework will be posted after the homework has been due.

Grading:

1. In Class Quizzes: There will be a small quiz during each class, counting five points per quiz. It is important that you listen to the content of the class, as the quiz will be based on some of the topics we have discussed during that session.

Maximum 70 points. No makeup will be allowed unless you have a school authorized excuse.

2. Quizzes: There will also be 10 quizzes counting 10 points each and one that counts 2 points. No quiz grades will be dropped. You will be given one week to answer the questions for each quiz. No makeup will be allowed unless you have a school authorized excuse.

Maximum 102 points. All quizzes are due at 5:30 pm one week from when the quiz is opened.

3. Examinations: There are four exams. Each exam will be worth 100 points. All exams will be on Canvas during class. There will not be a final exam. No makeup will be allowed unless you have a school authorized excuse.

(Maximum 400 points)

**4. Participation grade/attendance: 2 points per all 14 classes
(Maximum 28 points)**

NO MAKE-UP EXAMS/QUIZZES will be given unless students obtain prior permission from the professor and provide official documents from the school authorizing absence.. An unexcused absence from an exam will result in a grade of zero for that exam. **All exams are closed book and notes.** However, as needed a formula sheet will be provided. A calculator is required for each exam. The use of laptops, cell phones or other electronic devices during an exam is not allowed.

In the event that a student anticipates missing an exam, she/he must provide appropriate supporting documents at least 24 hours before the exam to the instructor to request a make-up exam. The instructor will review all requests and authorize, at their discretion, eligible students to take makeup exams. A student who misses an exam without prior approval, possibly due to an unexpected situation on the exam day, should contact the instructor within 12 hours of the exam start date/time and provide appropriate supporting documentation to be eligible for the makeup exam. It is the student’s responsibility to be aware of and follow the make-up exam policies and no special accommodations will be made for any exceptions.

The exams are closed-book and closed-notes, unless permitted otherwise by the instructor. All exam grades will be posted on Canvas. The instructor will not discuss exam solutions in class. However, students can review their exams individually during office hours or by appointment. Students who like to review their exams should do so within 5 days of the posting of the exam grades). No grade reviews or grade changes will be done beyond this 5-day period.

Summary of Grading Policy:

Small quiz each class: 5 points per quiz. No makeup will be allowed. These will be during the class time. (maximum 70 points)

Weekly quizzes: 10 quizzes that count 10 points each and one that will count 2 points. No grades will be dropped.

Four exams: Four exams that will count 100 points each.

Participation grade/attendance: 2 points per all 14 classes. (maximum 28 points)

A = 90% and above	(540 points-600 points)
B = 80% to less than 90%	(480 to 539 points)
C = 70% to less than 80%	(420 to 479 points)
D = 60% to less than 70%	(360-419 points)
F = Less than 60%	(359 points or less)

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

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 "F" in a course if you choose not to attend the class once you are enrolled. **The last day to withdraw from a course (grade subject to Withdrawal Policy) is March 25, 2021.**

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 by the deadline specified by the instructor or during the next semester (fall or spring) in residence, but no later than 12 months after the term in which the *I* was assigned, whichever comes first. If the *I* is not removed during the specified time, a grade of *F*, *U* or *N* as appropriate is automatically assigned. *The grade of I cannot be removed by enrolling again in the same course.*

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 UNCC Code of Student Academic Integrity (<http://legal.uncc.edu/policies/up-407>). Please know that Lockdown Browser and Respondus Monitor may be used to take the exams and for the exams to be graded. Lockdown Browser will not be used for the quizzes.

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.

Disability Services Statement: 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 at Fretwell 230.

Accommodation for Religious Observances: UNC Charlotte provides reasonable accommodations for religious observations required by a student's religious practice or belief. Please refer to <https://legal.uncc.edu/policies/up-409> for details on requesting such accommodations.

Tentative Course Outline/Schedule: Thursday classes begin on January 21, 2021.

Date	Topic	Chapter
1/21	Syllabus	Canvas and Overview
1/21	Introduction to OSCM Productivity and Process capacity	Ch1 Ch2
1/28	Manufacturing Processes Facility Layout	Ch7 Ch8
	HOMEWORK REMINDER EACH WEEK! ANSWERS WILL BE POSTED	Canvas
2/4	Facility Layout Service processes	Ch8 Ch9
2/11	No class	
	QUIZ REMINDERS ON CANVAS!	Canvas
2/18	Exam 1 on Canvas	Ch1, Ch2, Ch7, Ch8, Ch9
	We will begin Project Management after exam	Ch4
2/25	Project Management	Ch 4
	Quality Management and Control	Ch12&13
3/4	Quality Management and Control	Ch12&13
3/11	Exam 2- ON CANVAS We will begin Forecasting after the exam- Chapter 18	Ch 4, Ch12, Ch13
3/18	Forecasting	Ch 18
3/25	Sales and Operations Planning	Ch 19
4/1	Exam 3 -ON CANVAS	Ch 18, 19
4/ 8	Inventory Management	Ch 20
4/15	Material Requirements Planning	Ch 21
4/22	Review for Exam 4	Ch 20, 21
4/29	Exam 4 – ON CANVAS	Ch 20, 21

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