Course Name: Operations Management
Course Number: OPER 3100
Term: Fall 2021
Course Day/Time:
3100-003 MWF 11:15 to 12:05, Friday 142
3100-004 MWF 12:20 to 13:10, Friday 142
3100-091 M 17:30 to 20:15, Friday 141

Contact Information: aturovli@uncc.edu
Instructor: Dr. Al Turovlin, CPA, CGMA
Email: aturovli@uncc.edu
Office Hours: Monday 14:00 to 16:00,
Tuesday 15:00 to 16:00, Wednesday 14:00
15:00 or by appointment

Course Information

Format: This course will be taught in person. Classes meet three times per week for sections 003 and 004 and once per week for section 091.

Course Learning Goals and Objectives

The operations function of a business 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.

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 non-manufacturing organizations. The course takes 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.

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.
Required Course Materials


Assessment & Grading

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

<table>
<thead>
<tr>
<th>Assessment</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam 1</td>
<td>20%</td>
</tr>
<tr>
<td>Exam 2</td>
<td>20%</td>
</tr>
<tr>
<td>Exam 3</td>
<td>20%</td>
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<tr>
<td>Exam 4</td>
<td>20%</td>
</tr>
<tr>
<td>Homework &amp; Quizzes</td>
<td>10%</td>
</tr>
<tr>
<td>One Pager (Group Assignment)</td>
<td>5%</td>
</tr>
<tr>
<td>Class Participation</td>
<td>5%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

The point ranges for each course grade are:

<table>
<thead>
<tr>
<th>Total Percentage Earned</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>90% and Above</td>
<td>A</td>
</tr>
<tr>
<td>80% to 89%</td>
<td>B</td>
</tr>
<tr>
<td>70% to 79%</td>
<td>C</td>
</tr>
<tr>
<td>60% to 69%</td>
<td>D</td>
</tr>
<tr>
<td>59% and below</td>
<td>F</td>
</tr>
</tbody>
</table>

Course Assignments

Exams (80%)

Four exams will be scheduled for the course, each exam equal to 20% of the final grade. The exams will consist of multiple choice, true/false, short answer, and essay or quantitative questions. The exams are non-cumulative and will cover assigned readings (chapters, articles, cases, lectures, etc).
Homework and Quizzes (10%)

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. Specific homework will be graded. Graded homework is to be submitted online using Canvas in Excel or pdf file format.

The “One Pager” (5%)

A group exercise which will involve defining a set of questions based on readings, interviewing a business, and then creating a one-page summary. The group will then review each member’s participation and provide a grade based on the following three sections and an evaluation of each student’s effort and intellectual contribution. The overall 5% will be distributed as follows:

- Question Development – 35%
- Company Interview – 20%
- Create “One Page” summary – 35%
- Peer Review - 10%

Class Participation (5%)

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. Class participation may also be monitored. Name cards will be used to track attendance (from 8/27/2019). It is your responsibility to pick up your name card before the class and return it back to me after class. Please pick up ONLY YOUR OWN name card.

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 loss of participation points.

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 | 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 and the administration.

Electronic Devices in Class

- Use of cellular phones, pagers, music players, radios, and similar devices are prohibited in the classroom.
- Cellular phones must be turned off during class.
- Laptop-size computers may be used for the purpose of taking notes.

Use of instant messaging, email, or other forms of electronic communication during class time is prohibited. Use of computing devices for purposes other than those required for the purposes of the class topic is prohibited. This includes use of laptops, lab computers, phones or other devices for Internet browsing, game playing, reading news, texting, chatting, IM, Facebook, and other activities not required for the class.

Use of Tobacco and e-Vapor Products in Class

The use of tobacco and e-Vapor products in class is prohibited. If a student uses any form of tobacco or e-Vapor product during class, the student may be asked to leave the class.

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.

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 and not the professors to handle withdrawal requirements from any class.

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. In addition, students may need to conduct online research of academic and professional literature using search engines and University library databases.

Notes, etc. are on the Canvas. You may access UNCC Canvas 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.

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 you 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.
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. Students missing an exam with an approved excuse will be allowed to make up the exam.

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 your writing.
- 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 socio-economic status.

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## Course Schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Week Starting Monday</th>
<th>Notes</th>
<th>Chapters</th>
<th>Lesson Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>23-Aug</td>
<td></td>
<td>1, 2</td>
<td>Chapter 1 - Introduction, Chapter 2 - Strategy</td>
</tr>
<tr>
<td>2</td>
<td>30-Aug</td>
<td>Last Day to Drop Class with No Grade Impact or Change Grade Type - Aug 30</td>
<td>7</td>
<td>Chapter 7 - Manufacturing Processes, Chapter 7S - Manufacturing Technology</td>
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<tr>
<td>3</td>
<td>6-Sep</td>
<td>No Class Sept 6</td>
<td>9</td>
<td>Chapter 9 - Service Processes, Chapter 95 - Health Care,</td>
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<tr>
<td>4</td>
<td>13-Sep</td>
<td></td>
<td>4, Exam 1</td>
<td>Project Management</td>
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<tr>
<td>5</td>
<td>20-Sep</td>
<td>No Class Sept 23</td>
<td>12</td>
<td>Chapter 12 - Six Sigma Quality</td>
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<tr>
<td>6</td>
<td>27-Sep</td>
<td></td>
<td>13</td>
<td>Chapter 13 - Statistical Quality Control</td>
</tr>
<tr>
<td>7</td>
<td>4-Oct</td>
<td></td>
<td>13</td>
<td>Chapter 13 - Statistical Quality Control</td>
</tr>
<tr>
<td>8</td>
<td>11-Oct</td>
<td>Fall Recess Oct 11 &amp;12 / Unsatisfactory Grades Due Oct 15</td>
<td>8, Exam 2</td>
<td>Chapter 8 - Facility Layout</td>
</tr>
<tr>
<td>9</td>
<td>18-Oct</td>
<td>Last day to withdraw from course(s); grade subject to Withdrawal Policy - Oct 22</td>
<td>18</td>
<td>Chapter 18 - Forecasting</td>
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<tr>
<td>10</td>
<td>25-Oct</td>
<td></td>
<td>18</td>
<td>Chapter 18 - Forecasting</td>
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<tr>
<td>11</td>
<td>1-Nov</td>
<td></td>
<td>19</td>
<td>Chapter 19 - Sales &amp; Operations Planning</td>
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<tr>
<td>12</td>
<td>8-Nov</td>
<td></td>
<td>19</td>
<td>Chapter 19 - Sales &amp; Operations Planning</td>
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<tr>
<td>13</td>
<td>15-Nov</td>
<td></td>
<td></td>
<td>Exam 3</td>
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<tr>
<td>14</td>
<td>22-Nov</td>
<td>Thanksgiving Break Nov 24-26</td>
<td>20</td>
<td>Chapter 20 - Inventory Management</td>
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<tr>
<td>15</td>
<td>29-Nov</td>
<td></td>
<td>21</td>
<td>Chapter 21 - Material Requirements &amp; Planning</td>
</tr>
<tr>
<td>16</td>
<td>6-Dec</td>
<td>Last Day of Class Dec 8 / Final Exams Dec 10 - 16</td>
<td>21</td>
<td>Chapter 21 - Material Requirements &amp; Planning</td>
</tr>
<tr>
<td>17</td>
<td>13-Dec</td>
<td>Final Exams Dec 10 - 16</td>
<td>Exam 4</td>
<td></td>
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<tr>
<td>18</td>
<td>20-Dec</td>
<td>Final Grades Due</td>
<td></td>
<td></td>
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