

Course Syllabus

Course Information

<i>Course Number/Section</i>	OPRE 3310-002
<i>Course Title</i>	Operations Management
<i>Term</i>	Fall 2017
<i>Class Hours</i>	Thu – 10am-12:45pm

Professor Contact Information

<i>Professor</i>	Harish Guda
<i>Office Phone</i>	972-883-4807
<i>Other Phone</i>	-
<i>Email Address</i>	Use e-learning messages
<i>Office Location</i>	JSOM - 3.224
<i>Office Hours</i>	Thu 3pm-4pm, or by appointment
<i>TA Information</i>	

Course Pre-requisites, Co-requisites, and/or Other Restrictions

MATH 1326 or MATH 2 MATH 1326 or MATH 2414 or MATH 2419 and MATH 2333 or MATH 2418 or CS 2305 or OPRE 3333. Pre-requisite or co-requisite: STAT 3360 or OPRE 3360.

Course Description

This course teaches concepts useful in efficiently managing the transformation of materials, labor, and capital into products or services. Topics covered include: the role of operations management in overall competitive strategy, key performance measures, and tools for improving operations performance. The level of discussion varies from long-term strategic planning to daily control of business processes

Student Learning Objectives/Outcomes

Students will understand the role operations management plays in business processes. Upon completion of the course, students will also be able to:

- Quantitatively analyze and interpret operations information
- Solve typical operations management problems
- Document and report operations performance
- Recognize and address ethical issues that arise when managing operations

Required Textbooks and Materials

B1. Operations Management by William J. Stevenson, 12th Edition. ISBN 978-0-07-802410-8 Irwin/McGraw Hill (10th or 11th edition of same text may also be used as well as loose-leaf editions.) DO NOT PURCHASE ANY EDITION EARLIER THAN 10TH EDITION.

Required Materials
Calculator (any)

Suggested Course Materials

Optional Textbooks

B2. *Matching Supply with Demand: An Introduction to Operations Management* by Gerard Cachon and Christian Terwiesch.

Suggested Readings/Texts

B3. *The Goal: A Process of Ongoing Improvement* by Eliyahu M. Goldratt and Jeff Cox.

Suggested Materials

None

Textbooks and some other bookstore materials can be ordered online through Off-Campus Books <http://www.offcampusbooks.com> or the UT Dallas Bookstore <http://www.bkstr.com/texasatdallasstore/home>. They are also available in stock at both bookstores.

Course Policies

Makeup Exams

Students are expected to take exams on the scheduled dates. Make up exams will be available due to conflicts with approved university events or in the case of serious illness.

Extra Credit

There will be multiple opportunities for students to earn extra credit. However, there will be restrictions on how much extra credit a student may earn. Therefore you are encouraged to study and prepare for the major exams. Extra credit opportunities will be announced during the semester.

Late Work

There will be a no grace period to submit homework assignments after the due date/time. Homework should be submitted through the Assignments feature in e-learning. Attaching homework to email or e-learning messages is NOT a valid method of submitting homework.

Special Assignments

Instructor will hold several live web conferences throughout the semester. Students are strongly encouraged to attend the live sessions or as a minimum view the recording of the session.

Class Participation

Students are required to login regularly to the online class site. The instructor will use the tracking feature in eLearning to monitor student activity. Students are also encouraged to participate in all class activities such as discussion board, chat or conference sessions and group projects. Your instructor communicates weekly with students. You should check for new e-learning messages, announcements and discussion posts every day.

Technical

Requirements

In addition to a confident level of computer and Internet literacy, certain minimum technical requirements must be met to enable a successful learning experience. Please review the important technical requirements <http://www.utdallas.edu/elearning/students/getting-started.html#techregs> on the Getting Started with eLearning webpage <http://www.utdallas.edu/elearning/students/getting-started.html>.

Course

Access

and

Navigation

The course can be accessed using the UT Dallas NetID account at: <https://elearning.utdallas.edu>. Please see the course access and navigation <http://www.utdallas.edu/elearning/students/getting-started.html#courseaccessandnav> section of the site for more information.

To become familiar with the eLearning tool, please see the Student eLearning Tutorials <http://www.utdallas.edu/elearning/students/eLearningTutorialsStudents.html>.

UT Dallas provides eLearning technical support 24 hours a day/7 days a week. The eLearning Support Center <http://www.utdallas.edu/elearninghelp> services include a toll free telephone number for immediate assistance (1-866-588-3192), email request service, and an online chat service.

Communication

This course utilizes online tools for interaction and communication. Some external communication tools such as regular email and a web conferencing tool may also be used during the semester. For more details, please visit the eLearning Tutorials webpage <http://www.utdallas.edu/elearning/students/eLearningTutorialsStudents.html> for video demonstrations on eLearning tools.

Student emails and discussion board messages will be answered within 3 working days under normal circumstances.

Distance

Learning

Student

Resources

Online students have access to resources including the McDermott Library, Academic Advising, The Office of Student AccessAbility, and many others. Please see the eLearning Current Students page <http://www.utdallas.edu/elearning/students/cstudents.htm> for details.

Server Unavailability or Other Technical Difficulties

The University is committed to providing a reliable learning management system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and also contact the online eLearning Help Desk

<http://www.utdallas.edu/elearninghelp>. The instructor and the eLearning Help Desk will work with the student to resolve any issues at the earliest possible time.

Assignments & Academic Calendar

Week	Date	Module	Topic
1	24-Aug	Process Analysis	Introduction, Overview, Administrivia
2	31-Aug		Process Analysis
3	7-Sep		Variability and Buffers
4	14-Sep	Waiting Line Analysis	Queueing Theory
5	21-Sep		Buffer + Practice Exam 1
6	28-Sep	Exam 1	
7	5-Oct	Inventory Management (Continuous Review Models)	Introduction to EOQ, EPQ
8	12-Oct		Practice on EOQ, EPQ, Practice Assessment
9	19-Oct	Assessment Quiz	
		Operations Strategy	Introduction to Uncertainty in Managerial Decision Making
10	26-Oct		Strategic Decisions in Operations Management
11	2-Nov	Inventory Management (Stochastic)	Newsvendor Model
12	9-Nov	Demand and Revenue Management	Revenue Management
13	16-Nov		Forecasting
14	23-Nov	Fall Break	
15	30-Nov	Optimization Models	LP, IP, Applications to Operations Management
16	7-Dec	Exam 2	

Assessment Quiz

OPRE 3310 is considered a core course and as such certain measurement instruments are implemented to ensure a uniformity of learning across all sections. These measurements are provided to university accreditation associations during their periodic audits. This semester there will be 1 in-class assessment quiz. The quiz is prepared by an academic committee and will be taken by all OPRE 3310 sections each semester. The grading of the assessment quiz is controlled through a standard grading scheme called a Rubric. The Rubric measures three important elements of learning: 1) understanding, 2) writing, and 3) correct answers. Therefore students are encouraged to express their understanding of the problems in a clear and concise written format such as writing any formulas completely and correctly.

Grading Policy

Your instructor requests students to NOT request a final letter grade change or any special consideration or additional extra credit assignments.

Weights

Homework	25	%
Exam 1	25	%
Exam 2	25	%
Assessment Quiz	15	%
Class Participation	10	%
Total		100%

Guidelines for Letter Grades:

I will assign two grades:

First one will be based on the following scale.

Grade	A+	A	A-	B+	B	B-	C+	C	C-	D+	D	F
Cutoff Percentage	95	90	87	83	80	77	73	70	67	63	60	<60

The second grade will be based on a curve (a statistical method).

Your final letter grade will be the higher of the two grades.

Assignments

There will be weekly homework assignments. To receive full credit you must submit the assignment through e-learning on or before the due date/time. You are encouraged to use Excel graphs and formulas on homework assignments to boost your skill in this very important tool.

Group Projects

None

Assignment submission instructions

Locate the assignment in your eLearning course. You will submit your assignments in the required file format with a simple file name and a file extension.

To submit your assignment

- Click the assignment name link and follow the on-screen instructions
- Upload (attach) your file(s).
- Click the Submit button. (**NOTE: IF YOU DO NOT CLICK SUBMIT YOU HAVE NOT SUBMITTED YOUR ASSIGNMENT**).

Your must click the SUBMIT button for your assignment to be submitted.

For additional information on how to submit assignments, view the [Submitting An Assignment video tutorial](#).

Please Note: Each assignment link will be deactivated after the assignment due time. After your submission is graded, you may go to My Grades on the course menu and click the score link to

check the results and feedback. Your homework should be graded on a scale of 0-100 points no later than two weeks after submission.

Comet Creed

This creed was voted on by the UT Dallas student body in 2014. It is a standard that Comets choose to live by and encourage others to do the same:

“As a Comet, I pledge honesty, integrity, and service in all that I do.”

UT Dallas Syllabus Policies and Procedures

The information contained in the following link constitutes the University’s policies and procedures segment of the course syllabus.

Please go to <http://go.utdallas.edu/syllabus-policies> for these policies.

The descriptions and timelines contained in this syllabus are subject to change at the discretion of the Professor.