OPSY 4314.003  Operations Management
OCNR-131 & 241; Tue 7:00-9:30PM; Fall 2017

Instructor:  Dr. Mohan Rao, CFPIM
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Office Hours:  TR 2:45-3:30PM and 4:45-7:00PM; Other times by appointment

Required Material:

MyOMLab Course ID: rao00141


Websites Used:  MyOMLab and Blackboard https://bb9.tamucc.edu

Prerequisites:  ORMS 3310 and junior standing or above

Course Description:
The design, operation, and control of the transformation process in both service and production operations. Includes analysis and application of various decisions regarding site selection, process and facilities design, capacity planning, scheduling techniques, materials management, and cost and quality control.

Learning Objectives:
By the end of this course, the students will be able to:
1. Further develop your understanding of the operations management function in both manufacturing and service organizations (BBA Goal 2, Objectives 1 and 2)
2. Demonstrate the interrelationships between operations and the other functional areas of a business (accounting, marketing, finance, engineering, etc) (BBA Goal 2, Objectives 1 and 2; BBA Goal 2, Objectives, Goal 3, Objectives 2 and 3)
3. Increase your awareness of strategic and operational problems encountered by operations manages (BBA Goal 2, Objective 1)
4. Introduce some of the methods currently in use in industry and discuss their strengths and weaknesses (BBA Goal 2, Objective 2)
5. Develop your abilities to analyze and solve problems frequently faced in managerial settings using modern problem solving techniques (BBA Goal 3, Objective 2, and 3)
6. Enhance your understanding of important contemporary topics relevant to business managers of all functional disciplines (BBA Goal 2, Objective 1, Goal 4, Objective 1).

**Relationship to Other Course work:**

Operations function, within an organization, interfaces with other functional departments such as accounting, finance, personnel, public relations, purchasing, etc. To that end this course draws on the students’ knowledge from courses in accounting, finance, human resources, etc., to build an integrative framework on how to formulate a strategy that utilizes the core competencies of the organization in order to compete in today’s global marketplace.

**Major Field Test (MFT):**

This course has been identified as critical to student mastery of the content covered by the Major Field Test (MFT). The MFT is required for all students pursuing the Bachelor of Business Administration degree. Students register for the MFT in BUSI0088, Major Field Test in Business. To prepare for this test, business majors are advised to retain their class notes, textbooks, and other relevant materials from their business core courses in the areas referenced below. Completion of all College of Business core courses except MGMT 4388 is required. BUSI 0088 is CR/NC.

As an integral part of the College of Business’ Assurance of Learning program, the Major Field Test (MFT) is a nationally-normed, standardized multiple-choice test developed by the Educational Testing Service and administered to senior-level business students at many AACSB International accredited institutions in the United States. It is designed to measure students’ academic achievement through demonstration of their basic knowledge and understanding of key concepts, theories, and analytical methods in the functional areas of business. This test covers the areas of accounting, economics, finance, international issues, legal and social environment of business, management, marketing, quantitative business analysis, and information systems.

**Instructional Methodology:**

A variety of learning methodologies will be used, such as presentations, problem solving, simulation, videos and discussions.
Course Policies:
Student performance will be evaluated based on three exams, one research paper, quizzes, homework assignments, class participation and discussions.

Grading:

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Class Participation</td>
<td>5%</td>
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<tr>
<td>Homework</td>
<td>13%</td>
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<tr>
<td>Quizzes</td>
<td>7%</td>
</tr>
<tr>
<td>Exam #1</td>
<td>25%</td>
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<tr>
<td>Exam #2</td>
<td>25%</td>
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<tr>
<td>Exam #3</td>
<td>25%</td>
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<tr>
<td>Optional Final Exam</td>
<td>25%</td>
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</tbody>
</table>

Comprehensive Make-up. Lowest grade drops.

Total 100%

The Official Course Grade is determined by a letter grade using the following scale:
A: 90% or above;
B: 80 - 89.99%;
C: 70 - 79.99%;
D: 60 - 69.99%;
F: below 60%.

The student’s performance, not the instructor, determines the course grade. No additional work will be given after the final exam to supplement a course grade. Grades are given based solely on student performance, not needs or any personal reasons.

Exams:
All exams are on MyOMLab in the computer lab. All course material is considered for exam questions—assigned readings whether discussed in class or not and all material presented in lectures whether covered in assigned readings or not. No make-up exam will be given other than the final comprehensive exam.

Late Policy:
Requirements must be submitted by the due date! Keep track of the due dates for assignments and quizzes. You are encouraged to do the quizzes and assignments before the due date. No excuse for late work will be considered. If not done by the due date, they will automatically receive a grade of zero.

Attendance Policy:
To achieve the objectives of this course, students are expected to attend all classes and be on time. There will be no make-up exams. Students are encouraged to participate in the class as much as possible. Each 10% of unexcused absences will result in loss of a letter grade. For example, if your grade is a B and you have missed 10% of classes without legitimate excuses, you will end up with a C. The instructor reserves the right to drop a student if a student has missed more than 20% of class time.

Classroom/professional behavior:
Texas A&M University-Corpus Christi, as an academic community, requires that each individual respect the needs of others to study and learn in a peaceful atmosphere. Under
Article III of the Student Code of Conduct, classroom behavior that interferes with either (a) the instructor’s ability to conduct the class or (b) the ability of other students to profit from the instructional program may be considered a breach of the peace and is subject to disciplinary sanction outlined in article VII of the Student Code of Conduct. Students engaging in unacceptable behavior may be instructed to leave the classroom. This prohibition applies to all instructional forums, including classrooms, electronic classrooms, labs, discussion groups, field trips, etc.

Examples of classroom misconduct that may affect student evaluation include: habitually entering or leaving the classroom during class time without the consent of the instructor, using any telecommunication device, talking or chit-chatting with other students, and any other activities that are disruptive to the learning environment. Students caught engaging in such activities should expect class or course dismissal along with a letter of reprimand placed in their academic files. According to the University policy, no cell phone is allowed in the classroom when a test/exam is taken.

Academic Integrity/Plagiarism:
University students are expected to conduct themselves in accordance with the highest standards of academic honesty. Academic misconduct for which a student is subject to penalty includes all forms of cheating, such as illicit possession of examinations or examination materials, falsification, forgery, complicity or plagiarism. (Plagiarism is the presentation of the work of another as one’s own work.) In this class, academic misconduct or complicity in an act of academic misconduct on an assignment or test will result in a zero the first time and failing the course for any additional offence.

Preferred methods of scholarly citations:
APA style is the only accepted method used for citations and referencing during this class. All work should be paraphrased rather than copied directly. Material used from sources other than the text should use APA style citations and references.

Dropping a Class:
I hope that you never find it necessary to drop this or any other class. However, events can sometimes occur that make dropping a course necessary or wise. Please consult with me before you decide to drop to be sure it is the best thing to do. Should dropping the course be the best course of action, you must initiate the process to drop the course by going to the Student Services Center and filling out a course drop form. Just stopping attendance and participation WILL NOT automatically result in your being dropped from the class. TBD is the last day to drop a class with an automatic grade of “W” this term.

Grade Appeals:
As stated in University Procedure 13.02.99.C2.01, Student Grade Appeal Procedures, a student who believes that he or she has not been held to appropriate academic standards as outlined in the class syllabus, equitable evaluation procedures, or appropriate grading, may appeal the final grade given in the course. The burden of proof is upon the student to demonstrate the appropriateness of the appeal. A student with a complaint about a grade is encouraged to first discuss the matter with the instructor. For complete details, including the responsibilities of the parties involved in the process and the number of days allowed for completing the steps in the process, see University Procedure 13.02.99.C2.01, Student Procedures.
Grade Appeal Procedures. These documents are accessible through the University Rules Web site at http://www.tamucc.edu/provost/university_rules/index.html. For assistance and/or guidance in the grade appeal process, students may contact the Dean’s office in the college in which the course is taught or the Office of the Provost.

Disabilities Accommodations:
The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you believe you have a disability requiring an accommodation, please call or visit Disability Services at (361) 825-5816 in Corpus Christi Hall 116. If you are a returning veteran and are experiencing cognitive and/or physical access issues in the classroom or on campus, please contact the Disability Services office for assistance at (361) 825-5816.

Statement of Academic Continuity:
In the event of an unforeseen adverse event, such as a major hurricane and classes could not be held on the campus of Texas A&M University–Corpus Christi; this course would continue through the use of Blackboard and/or email. In addition, the syllabus and class activities may be modified to allow continuation of the course. Ideally, University facilities (i.e., emails, web sites, and Blackboard) will be operational within two days of the closing of the physical campus. However, students need to make certain that the course instructor has a primary and a secondary means of contacting each student.
The following is a tentative schedule. Any changes will be announced to class in a timely manner.

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
</tr>
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<tbody>
<tr>
<td>29-Aug</td>
<td>Introductions</td>
</tr>
<tr>
<td>5-Sep</td>
<td>Ch 1 Operations and Productivity</td>
</tr>
<tr>
<td>12-Sep</td>
<td>Ch 2 Operations in a Global Environment</td>
</tr>
<tr>
<td>19-Sep</td>
<td>Ch 3 Project Management</td>
</tr>
<tr>
<td>26-Sep</td>
<td><strong>Exam 1 (Chapters 1-3) (OCNR 241); Ch 4 Forecasting (OCNR 241)</strong></td>
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<tr>
<td>3-Oct</td>
<td>Ch 4 Forecasting (OCNR 241)</td>
</tr>
<tr>
<td>10-Oct</td>
<td>Ch 6 Managing Quality; Ch 7 Process Strategy</td>
</tr>
<tr>
<td>17-Oct</td>
<td>Ch 9 Layout Strategies</td>
</tr>
<tr>
<td>24-Oct</td>
<td><strong>Exam 2 (Chapters 4, 6, 7, 9) (OCNR 241)</strong></td>
</tr>
<tr>
<td>31-Oct</td>
<td>Ch 12 Inventory Management</td>
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<tr>
<td>7-Nov</td>
<td>Ch 12 Inventory Management</td>
</tr>
<tr>
<td>14-Nov</td>
<td>Ch 15 Short-Term Scheduling</td>
</tr>
<tr>
<td>21-Nov</td>
<td>Thanksgiving; No class</td>
</tr>
<tr>
<td>28-Nov</td>
<td>Mod B Linear Programming</td>
</tr>
<tr>
<td>5-Dec</td>
<td><strong>Exam 3 (Chapters 12, 15, Mod B) (OCNR 241)</strong></td>
</tr>
<tr>
<td>12-Dec</td>
<td><strong>Optional Final Make-up Exam (7:15-9:45pm; OCNR 241)</strong></td>
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