OPSY 5315  Operations Management

Section W01: Online; Fall 2017

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Office Hours:  Online ... via WebEx

Required Materials:


- This is an exciting, easy and extremely informative text to work through. It has numerous relevant examples for the student to work through. It has solved problems at the end of each chapter to help students gain an understanding on solving the numerous analytical problems. Videos are enlightening and enables you to understand how these numerous principles are actively being applied in business.

Prerequisites:  ORMS 5310 or equivalent

Course Description:  Study of operations of manufacturing and service organizations. Introduction to operational design and control issues such as forecasting, capacity planning, facility location and layout, quality, JIT/lean philosophies, and materials requirement planning. Emphasis on developing operational strategy linking functional areas.

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
Learning Objectives: By the end of this course, the students will be able to:

1. Identify or define the set of decisions that operations managers make; the trends and challenges facing them; and the customer supplier relationships between them
2. Describe or explain operations in a global environment, and develop strategies for competitive advantage
3. Describe or explain processes, process choices and layout strategies, and their impact on efficiency, effectiveness and customer service
4. Describe total quality management, lean six sigma methods and tools for continuous improvement
5. Describe or explain the development of operational policies such as inventory management and scheduling techniques
6. Identify or define the resource planning process and the relationship amongst functional areas of the firm.

Instructional Methodology: A variety of learning methodologies are employed through the Pearson e-text approach and MyOM Labs; presentations, problem solving, videos and discussion forums.

Performance Evaluation and Grading:

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<td>Class Participation/Discussion Forum</td>
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<td>Chapter Quizzes</td>
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<td>Case Study #1 – PERT/CPM</td>
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<td>Case Study #2 – Forecasting</td>
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<td>Case Study #3 – Inventory Management</td>
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<td>(Optional) Case Study #4 – Linear Programming¹</td>
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¹Student may elect to work an additional case study to replace their lowest case study grade.

A letter grade will be determined based on the total points earned, as follows:

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Quizzes: All course material, personnel notes, any assigned reading and supplemental materials provided by the instructor are available to the student for use on exams. Each student will receive their own quiz for each chapter – there are no duplicate quizzes. No make-up exams will be given other than the final case study on linear programming.
Late Policy: Requirements must be submitted before 11:30 PM on the due date! Keep track of the due dates for the quizzes (also complete online) and the case studies (submitted to the link specified in Blackboard). You may do the suggested homework, quizzes and assignments before the due date. No excuse for late work will be considered without prior authorization by the professor. If not done by the due date, they will automatically receive a grade of zero.

Dropping a Class: I hope that you never find it necessary to drop this or any other class (I know that you will have fun with this 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. Observe the last day to drop a class – September 25 – with an automatic grade of “W” this term.

Oral and Written Communication Content: Discussion forums, quizzes, case studies on selected topics will provide an opportunity for evaluating each student’s performance in oral and written communication.

Technology Applications: The student is expected to have a good working knowledge of popular microcomputer software, especially word processing and spreadsheets. During the course of the semester, the student must draw upon these computer skills. Specifically, students are to use current technological aids to improve the quality of their presentations. Also, they are required to explore the databases available via Internet for resources relevant to their projects. Students are encouraged to communicate with the instructor using the Internet.

Global Perspectives: Today, the customers, retailers, and manufacturers are linked globally via computers and communication networks. Design innovations and product information now move in seconds. Accordingly, this course addresses the global impacts on operations and operations managers.

Demographic Diversity Perspectives: Presentations and discussions will show how operations management practices are widespread across race and gender, remote and populated areas, and among educated practitioners.

Political, Social, Legal, Regulatory, and Environmental Perspectives: Examples from other countries will be discussed to compare operations management philosophies and approaches. Behavioral and ethical aspects, product safety and reliability, and their impact on consumers and communities will be discussed.

Login requirements, participating in discussions and completing assignments on time: Students are held responsible for class attendance and are advised that excessive absences may adversely affect their grades. Students absent from classes are responsible for assignments due/materials
presented/announcements made. Students who are required to take business trips or not attending due to extremely important events need to consult with the instructor ahead of time. No make-up quizzes are provided. However, students who miss a case study, may choose to work the optional case study.

**Online 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.

**Academic Honesty:** This course, and all other courses offered by the College of Business (COB), requires all of its students to abide by the COB Student Code of Ethics (available online at [www.cob.tamucc.edu](http://www.cob.tamucc.edu)). Provisions and stipulations in the code are applicable to all students taking College of Business courses regardless of whether or not they are pursuing a degree awarded by the COB.

**Grade Appeals:** As stated in University Rule 13.02.99.C2, Student Grade Appeals, 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 Rule 13.02.99.C2, Student Grade Appeals, and University Procedure 13.02.99.C2.01, Student Grade Appeal Procedures. These documents are accessible through the University Rules Web site at [http://www.tamucc.edu/provost/university_rules/index.html](http://www.tamucc.edu/provost/university_rules/index.html). For assistance and/or guidance in the grade appeal process, students may contact the Office of Student Affairs.

**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.

**Course Schedule:** This schedule is designed to help you stay on task. Remember you can get ahead, but the schedule is unforgiving should you get behind.