College of Business

Standard Course Syllabus for OPSY 4314, Operations Management

Course number: **OPSY 4314-003**
Instructor: Dr. Amir Hormozi, CFPIM
Semester: Spring 2019, OCNR 131
Office Telephone: 361 825 6016
Office Hours: 4:00-5:30 MW, 4:30-7:00 T

Office: 325 OCNR
Email: amir.hormozi@tamucc.edu

**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.

**Course Prerequisites:**
ORMS 3310 and junior standing or above

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

- Further develop their understanding of the operations management function in both manufacturing and service organizations (BBA Goal 2, Objectives 1 and 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, Objective 1, Goal 3, Objectives 2 and 3)
- Increase your awareness of strategic and operational problems encountered by operations managers. (BBA Goal 2, Objective 1)
- Introduce some of the methods currently in use in industry and discuss their strengths and weaknesses.(BBA Goal 2, Objective 2)
- 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)
- Enhance your understanding of important contemporary topics relevant to business managers of all functional disciplines. (BBA Goal 2, Objective 1, Goal 4, Objective 1)

**Course Requirements:**

<table>
<thead>
<tr>
<th>Points of Course Components Used for Calculating Grade</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highest Exam Grade</td>
<td>40%</td>
</tr>
<tr>
<td>Middle Exam Grade</td>
<td>30%</td>
</tr>
<tr>
<td>Lowest Exam Grade</td>
<td>20%</td>
</tr>
<tr>
<td>Attendance and Participation</td>
<td>10%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

**Grading:**
A 90% or above, B 80 - 89.99%, C 70 - 79.99%, D 60 - 69.99%, F below 60%

All course material is fair game for exam questions--all 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. Letter grades will be determined based on the averages listed above.
**Required Materials:**

**Websites Used:**
Blackboard https://bb9.tamucc.edu/

**Instructional Methodology:**
In addition to lectures, the class will be interactive. A variety of learning methodologies will be used.

**Course Policies:**

**Exams** – This course will have 3 exams as listed above to assess the knowledge and understanding of students. The dates are set at the outset and typically do not change. Any changes in these dates will be announced in class.

**Extra credit (None)**

**Electronic Device Usage** - Computers or tablets are required to complete the course.

**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.

**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 drop you from the class. **April 9** is the last day to drop a class with an automatic grade of “W” this term.

**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.

**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.
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 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.

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.
# Tentative Class Schedule, Spring 2019, Tuesdays

<table>
<thead>
<tr>
<th>Dates</th>
<th>Topic</th>
<th>Chapters</th>
<th>Problems</th>
</tr>
</thead>
</table>
| Jan. 15     | Introductions and Orientation  
              Introduction to Operations Management  
              Operations Strategy and Competitiveness | 1        | 1, 8, 9      |
| Jan. 22     | Product Design and Process Selection  
              Total Quality Management | 3        | 1, 7         |
| Jan. 29-Feb. 5 | Statistical Quality Control and Review  
                      Skip OC Curves, Developing OC Curves,  
                      and Average Outgoing Quality | 6        | 3, 7, 9, 11  |
| Feb. 12     | **Examination 1**, Chapters 1, 2, 3, 5, 6 |          |              |
| Feb 19      | Supply Chain Management  
              Just-in-time and Lean Systems | 4        | 7            |
| Feb 26      | Forecasting | 8 | 1, 3, 5, 9, 21 |
| March 5     | Capacity Planning and Facility Location | 9        | 3, 13, 15, 16 |
| March 12    | Spring Break |          |              |
| March 19    | Facility Layout, Review | 10       | 5, 6, 14     |
| March 26    | **Examination 2**, Chapters 4, 7, 8, 9, 10 |          |              |
| April 2     | Independent Demand Inventory Management | 12       | 3, 9, 11, 13 |
| April 5     | Last day to drop |          |              |
| April 9     | Resource Planning | 14       | 1, 2, 3, 19  |
| April 16    | Scheduling | 15       | 5, 6, 7, 8   |
| April 23    | Project Management  
              Review | 16       | 4, 5, 6, 7, 8 |
| April 30    | **Examination 3**, Chapters 12, 14, 15, 16 |          |              |
| May 7       | pause and reflect |          |              |