OPSY 5315.001 Operations Management
OCNR-130 & 243; Thu 7:00-9:30PM; Fall 2019

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Office Hours: TR 4:00-6:00 PM; Other times by appointment

Required Material:


Websites Used: MyOMLab and Blackboard [https://bb9.tamucc.edu](https://bb9.tamucc.edu)

Prerequisites:
ORMS 5310 or equivalent. Proficiency in Microsoft Excel is expected.

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. Includes international, environmental, legal, and ethical aspects of operations.

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 (MBA Goal 2, Objectives 1 and 2; MBA Goal 3, Objectives 1 and 2)
2. Describe or explain operations in a global environment, and develop strategies for competitive advantage (MBA Goal 3, Objectives 1 and 2; MBA Goal 4, Objective 2)
3. Describe or explain processes, process choices and layout strategies, and their impact on efficiency, effectiveness and customer service (MBA Goal 2, Objective 3; MBA Goal 4, Objectives 1 and 2)
4. Describe total quality management, lean six sigma methods and tools for continuous improvement (MBA Goal 2, Objectives 1 and 3)
5. Describe or explain the development of operational policies such as inventory management and scheduling techniques (MBA Goal 3, Objectives 1, 2 and 3)
6. Identify or define the resource planning process and the relationship amongst functional areas of the firm (MBA Goal 2, Objectives 1 and 2).

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.

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>Res paper or MiniTest</td>
<td>10%</td>
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<tr>
<td>Homework</td>
<td>10%</td>
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<tr>
<td>Quizzes</td>
<td>5%</td>
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<tr>
<td>Exam #1</td>
<td>25%</td>
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<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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<tr>
<td>Total</td>
<td>100%</td>
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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, including the mini test, will be on MyOMLab in a computer lab. All course material is considered 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 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. Keep the Due date sheet handy. 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.

Research Paper or Mini Test:
As a graduate student in this course, you are required to do a research project. If you do not like doing a research project, you can take a mini test on some assigned topics (chapters) not covered in class. The research project could be one of three types: 1. Research paper that is based on academic literature search; 2. Project report that is based on personally developing and/or implementing OM technique(s) to improve performance; 3. APC application paper based on the collection and development of a performance evaluation application. The proposals for your research project must be approved by your instructor before you start the project. More details on the research project can be found on
the course website. The minitest will cover only concepts (multiple-choice questions) from
the following four chapters: ch 5. Design of Goods and Services; ch 5s. Sustainability; ch
10. HR, Job Design, and Work Measurement; and ch 11. Supply Chain Management.

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.

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 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
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>
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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 243); Ch 4 Forecasting (OCNR 243)</strong></td>
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<tr>
<td>3-Oct</td>
<td>Ch 4 Forecasting (OCNR 243)</td>
</tr>
<tr>
<td>10-Oct</td>
<td>Ch 6 Managing Quality; Ch 7 Process Strategy</td>
</tr>
<tr>
<td>17-Oct</td>
<td><strong>MiniTest (OCNR 243)/Paper due; Ch 9 Layout Strategies (OCNR 130)</strong></td>
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<tr>
<td>24-Oct</td>
<td><strong>Exam 2 (Chapters 4, 6, 7, 9) (OCNR 243); Ch 12 Inventory Management</strong></td>
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<tr>
<td>31-Oct</td>
<td>Ch 12 Inventory Management</td>
</tr>
<tr>
<td>7-Nov</td>
<td>Ch 15 Short-Term Scheduling</td>
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<tr>
<td>8-Nov</td>
<td><strong>Last day to drop class</strong></td>
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<tr>
<td>14-Nov</td>
<td>Mod B Linear Programming</td>
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<tr>
<td>21-Nov</td>
<td><strong>Exam 3 (Chapters 12, 15, Mod B) (OCNR 243)</strong></td>
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<tr>
<td>28-Nov</td>
<td><strong>Thanksgiving; No class</strong></td>
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<tr>
<td>5-Dec</td>
<td><strong>Reading Day; No class</strong></td>
</tr>
<tr>
<td>12-Dec</td>
<td><strong>Optional Final Make-up Exam (7:15-9:45pm; OCNR 243)</strong></td>
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