College of Business Standard Course Syllabus—Revised 7-29-20
OPSY 4314, Operations Management

Course number: OPSY 4314-001  Instructor: Dr. Amir Hormozi, CFPIM
Semester: Fall 2020  Office: 325 OCNR
Office Telephone: 361 825 6016  Email: amir.hormozi@tamucc.edu

Office Hours: 1:00-3:00 Mondays
7:00-9:00 Tuesdays, 6:00-8:00 Wednesdays

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 and its Quiz Grade</td>
<td>40%</td>
</tr>
<tr>
<td>Middle Exam and its Quiz Grade</td>
<td>25%</td>
</tr>
<tr>
<td>Lowest Exam and its Quiz Grade</td>
<td>25%</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>
**WebEx Office Meetings and Discussion Forum tools are used to access this component**

WebEx Address:  [Hormozi's WebEx Room](#)

*We have 4 meetings a week. Each student is required to participate in two meetings/week and be there for at least 5-10 minutes/meeting. Considering that you can join WebEx meetings by your cell phone, this is not a serious demand on anyone’s time.*

**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. Those who miss a test for legitimate reasons can take a comprehensive test at the end of the semester. Letter grades will be determined based on the averages listed above.

Exams may be CLOSED BOOK and CLOSED NOTES. Students are allowed a calculator such as the HP BA II PLUS or similar. (The calculator may not be programmable or able to store text). No other electronic devices are permitted to be used during the exam. As in a face to face class, students using a cell phone during the exam (for any purpose, even receiving a call) will receive an F for the course.

Copying exam questions either online (copy paste) or by taking a picture with a cell phone (see above) are deemed to have illicit test material, and will receive an F for the course. Tests taken from the same IP address will receive an F.

**Required Materials:**


Or


[http://bcs.wiley.com/he-bcs/Books?action=index&itemId=1118952618&bcsId=9904](http://bcs.wiley.com/he-bcs/Books?action=index&itemId=1118952618&bcsId=9904)

The above link is for the 6th Edition. You will get the 7th Edition link with your Wiley Plus.

**Websites Used:**

Blackboard [University Blackboard Address](#)

**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 here are tentative and the actual dates and time will be announced in bb9.

Exams will be given online and proctored by Examity. A separate fee will be charged by Examity for their proctoring services.
Online Exam Fee:
Courses may require the use of exam-proctoring involving third party charges. Exam-proctoring charges may range from $1 - $50.00 per exam. Students may be required to schedule exams at least 24 hours in advance or incur late scheduling charges. All costs for exams are the responsibility of the student. Students may also be responsible for providing webcams to be used in test proctoring.

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. November 5, 2020 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.C0.03, Student Grade Appeal Procedures. These documents are accessible through the University Rules Web site at http://www.tamucc.edu/provost/universityRules/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.

Civil Rights Statement:
Texas A&M University-Corpus Christi is committed to fostering a culture of caring and respect that is free from discrimination, relationship violence and sexual misconduct, and ensuring that all affected students have access to services. For information on reporting Civil Rights complaints and support resources, (including pregnancy support accommodations) or university policies and procedures, please contact the University Title IX Coordinator, Sam Ramirez (Samuel.Ramirez@tamucc.edu) or Deputy Title IX Coordinator, Rosie Ruiz (Rosie.Ruiz@tamucc.edu) at (361) 825-5826 or visit the TAMUCC website at Title IX Website.

Limits to Confidentiality. Students should be aware that University employees, including instructors, are not able to maintain confidentiality when it conflicts with their responsibility to report alleged or suspected civil rights discrimination that is observed by or made known to an employee in the course and scope of their employment. As the course instructor, I must report allegations of civil rights discrimination, including sexual assault, relationship violence, stalking, or sexual harassment to the Title IX Coordinator if you share it with me.

These reports will trigger contact with you from the Civil Rights/Title IX Compliance office who will inform you of your options and resources regarding the incident that you have shared. If you would like to talk about these incidents in a confidential setting, you are encouraged to make an appointment with counselors at the University Counseling Center (Counseling Center Website).
Set up for Respondis Monitor.

Please watch this 2 minute video to become familiar with what to do: **Student QuickStart guide (video):** [YouTube Video](https://www.youtube.com/watch?v=jGh4_iIFLo)

Also watch this 4 minute video that will show you how to use the program, but it talks about 'canvas,' a competitor for BB9, but the information is useful for BB9: [https://www.youtube.com/watch?v=jGh4_iIFLo](https://www.youtube.com/watch?v=jGh4_iIFLo)

**Download Respondus Lockdown Browser here for Mac/PC Computers:** [Download Address](https://www.youtube.com/watch?v=jGh4_iIFLo)
Tentative Class Schedule, Fall 2020

<table>
<thead>
<tr>
<th>Dates</th>
<th>Topic</th>
<th>Chapters</th>
<th>Problems</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 19-21</td>
<td>Introduction Introduction to Operations Management</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>August 24-28</td>
<td>Operations Strategy and Competitiveness Product Design and Process Selection</td>
<td>2, 3</td>
<td>1, 8, 9, 1, 7</td>
</tr>
<tr>
<td>August 31-4</td>
<td>Total Quality Management Statistical Quality Control</td>
<td>5, 6</td>
<td>3, 7, 9, 11</td>
</tr>
<tr>
<td>Sept. 7-11</td>
<td>Labor Day Holiday Statistical Quality Control (Continued)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sept. 14-18</td>
<td>Supply Chain Management Just-in-time and Lean Systems</td>
<td>4, 7</td>
<td></td>
</tr>
<tr>
<td>Sept. 21-25</td>
<td>Examination 1, Chapters 1, 2, 3, 5, 6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sept. 28-2</td>
<td>Forecasting</td>
<td>8</td>
<td>1, 3, 5, 9, 21</td>
</tr>
<tr>
<td>Oct. 5-9</td>
<td>Capacity Planning and Facility Location</td>
<td>9</td>
<td>3, 13, 15, 16</td>
</tr>
<tr>
<td>Oct. 12-16</td>
<td>Facility Layout</td>
<td>10</td>
<td>5, 6, 14</td>
</tr>
<tr>
<td>Oct. 19-23</td>
<td>Independent Demand Inventory Management</td>
<td>12</td>
<td>3, 9, 11, 13</td>
</tr>
<tr>
<td>Oct. 26-30</td>
<td>Examination 2, Chapters 4, 7, 8, 9, 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nov. 2-6</td>
<td>Resource Planning Last Day to Drop Nov. 5</td>
<td>14</td>
<td>1, 2, 3, 19</td>
</tr>
<tr>
<td>Nov. 9-13</td>
<td>Scheduling</td>
<td>15</td>
<td>5, 6, 7, 8</td>
</tr>
<tr>
<td>Nov. 16-20</td>
<td>Project Management</td>
<td>16</td>
<td>4, 5, 6, 7, 8</td>
</tr>
<tr>
<td>July 1</td>
<td>Review, Last Day to Withdraw</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nov. 23-24</td>
<td>Examination 3, Chapters 12, 14, 15, 16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dec. 1-5</td>
<td>Comprehensive Exam</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>