OPSY 5315.001  Operations Management
OCNR-130 & 243; Thu 7:00-9:30PM; Fall 2020

Instructor:  Dr. Mohan Rao, CFPIM
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Office Hours: R 5:00-7:00 PM; Other times by appointment

Required Material:


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

Prerequisites:
ORSMS 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>
</tr>
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<tbody>
<tr>
<td>Homework</td>
<td>17%</td>
</tr>
<tr>
<td>Quizzes</td>
<td>8%</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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<tr>
<td>Total</td>
<td>100%</td>
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Comprehensive Make-up. Lowest grade drops.

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:

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.

AACSB accreditation is indirectly connected to proper controls adopted to prevent or limit student cheating. Please note that all exams will be proctored exams, and it is your responsibility to make arrangements for them. All exams will be on MyOMLab proctored by either Examity (due to COVID-19) or by the instructor 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.

Format of the Exams:

All exams will have both concept and quantitative questions. Although the exams will be closed book, you will be allowed to use the formula sheet and the scrap paper I provided. Print a copy and use it during the exam. You are also allowed to use blank Excel software and a calculator. The regular exams are 75-minute long and the final exam is 150-minute long. On the exams, there will be about 25% weight on concepts (12-13 multiple-choice quiz-type questions) and about 75% weight on problems (6-8 quant HW-type questions).

After each exam, your grades will be updated on Blackboard to give you a general idea of your overall standing in the course. Your homework and tests will be available for review after the due date by clicking on MyOMLab Results.

Final Exam Content:

The Final Exam is an optional makeup exam. It covers the following six chapters: 1. Ch 3 Project Management, 2. Ch 4 Forecasting, 3. Ch 9 Layout, 4. Ch 12 Inventory Management, 5. Ch 15 Scheduling, and 6. Mod B Linear Programming. There will be 25 concepts questions worth 25% weight and the rest will be quantitative questions.

Research Paper or Mini Test:

As a graduate student in this course, you are required to do a research project. Since we are in an unusual situation due to COVID-19 pandemic, the research project/mini test requirement is removed.

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.

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 http://edcs.tamucc.edu/titleIX/.

Limits to Confidentiality. Essays, journals and other materials submitted for this class are generally considered confidential pursuant to the University’s student record policies.
However, 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 (https://counseling.tamucc.edu/).

**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>20-Aug</td>
<td>Introductions</td>
</tr>
<tr>
<td>27-Aug</td>
<td>Ch 1 Operations and Productivity</td>
</tr>
<tr>
<td>3-Sep</td>
<td>Ch 2 Operations in a Global Environment</td>
</tr>
<tr>
<td>10-Sep</td>
<td>Ch 3 Project Management</td>
</tr>
<tr>
<td>17-Sep</td>
<td>Practice Test at home <em>(No Grade)</em></td>
</tr>
<tr>
<td>24-Sep</td>
<td>Exam 1 *(Chapters 1-3) <em>(OCNR 243)</em></td>
</tr>
<tr>
<td>1-Oct</td>
<td>Ch 4 Forecasting <em>(OCNR 243)</em></td>
</tr>
<tr>
<td>8-Oct</td>
<td>Ch 6 Managing Quality; <em>(Lecture videos. No class)</em></td>
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<td>Ch 7 Process Strategy</td>
</tr>
<tr>
<td>15-Oct</td>
<td>Ch 9 Layout Strategies <em>(OCNR 130)</em></td>
</tr>
<tr>
<td>22-Oct</td>
<td>Exam 2 *(Chapters 4, 6, 7, 9) <em>(OCNR 243)</em></td>
</tr>
<tr>
<td>29-Oct</td>
<td>Ch 12 Inventory Management</td>
</tr>
<tr>
<td>5-Nov</td>
<td>Ch 15 Short-Term Scheduling</td>
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<tr>
<td>12-Nov</td>
<td>Mod B Linear Programming</td>
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<tr>
<td>15-Nov</td>
<td>Last day to drop class</td>
</tr>
<tr>
<td>19-Nov</td>
<td>Exam 3 *(Chapters 12, 15, Mod B) <em>(OCNR 243)</em></td>
</tr>
<tr>
<td>26-Nov</td>
<td>Thanksgiving; No class</td>
</tr>
<tr>
<td>3-Dec</td>
<td>Optional Final Make-up Exam <em>(7:00-9:45pm; OCNR 243)</em></td>
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