THE UNIVERSITY OF TEXAS AT TYLER
SOULES COLLEGE OF BUSINESS
Fall, 2019

COURSE NUMBER: MANA 3305, Section 060

COURSE TITLE: Operations Management

INSTRUCTOR: Dr. Abdullahel Bari

COURSE
DESCRIPTION: Management of the production function with special attention given
to production, inventory, quality, and cost control

PREREQUISITE: Statistics (MATH 1342) and Introduction to Computer Applications,
(TECH 2323/ COSC 1307).

REQUIRED TEXT: There are two requirements for this class:

(1) The textbook is Operations Management: Processes and Supply
Chains, 12th edition by Ritzman, Krajewski, Malhotra. **Standalone
access card**: ISBN-13: 9780134742366. **Package with access card and
loose leaf**: ISBN-13: 9780134855424. The bookstore has both
versions. Both versions come with e-book. The MyLab access
code is required for completing assignments and tests.
(2) SAP exercises (posted in Canvas) – successful completion (all 4
exercises with 70% or above) is mandatory for passing the course.

CLASS MEETING   This is an online class.

KEY DATES:
    Class Dates: August 26 – December 6
    Census date: deadline for course changes – September 9
    September 5: No class. Career Success Conference (on Campus event).
    September 24: Complete SAP exercises. Optional class will meet in COB – 251 (SAP
    lab) on 9/24 from 8 AM – 11 AM. Help will be available in the lab.
    Last day to withdraw from course: November 4
    Tentative exam dates: Exams will be given online through Canvas/MyLab and will be
    announced when they will become available (see tentative schedule).

CORE VALUES
    ➢ PROFESSIONAL PROFICIENCY
    ➢ TECHNOLOGICAL COMPETENCE
    ➢ GLOBAL AWARENESS
    ➢ SOCIAL RESPONSIBILITY
    ➢ ETHICAL COURAGE

COURSE OBJECTIVES:
- ➢ To understand the role of operations management in the overall business strategy of the firm.
- ➢ To understand the interdependence of the operating system with other key functional areas of the firm.
- ➢ To identify and evaluate the key factors and the interdependence of these factors in the design of effective operating systems.
- ➢ To identify and evaluate a range of tools appropriate for analysis of operating systems of the firm.
- ➢ To identify and evaluate comparative approaches to operations management in a global context.
- ➢ To understand the application of operations management policies and techniques to the service sector as well as manufacturing firms.

TEACHING METHOD:
Online class: A variety of methods will be used to help the students master the material including lectures, videos, and homework assignments. Attending the class is crucial for success in this course. I have observed in the past that students who attend the classes regularly perform well in the exams and get better grades. Please see grade section for more details.

OFFICE & TELEPHONE NUMBER: COB 350.47, (903) 565-5695

EMAIL ADDRESS: abari@uttyler.edu – This is the best way to reach me quickly.   I teach several classes. Please include your course number and section id in the subject of your email so that I may access your information quickly.

OFFICE HOURS:
TTh 9:30 AM – 11:30 AM, TTh 1:00 PM – 2:00 PM. I will be also available to answer questions via email or by appointment. I have an open door policy. If I am in the office, I am available for questions.

CANVAS:
An on-line "class interface" for this course will be available through Canvas. It will allow you 24-hour access to course materials, announcements, your grades, and other information. It will facilitate easy communication with fellow students and the instructor. *You are automatically enrolled in Canvas. If after the first assignment, you do not see a grade you must contact the instructor. Any issues with grades or attendance must be reported within **one** week of posting or changes will not be made.*

HOMEWORK ASSIGNMENTS:
This is a very quantitative course.   The best way to do well in this class is to practice by working problems. You must stay up with the work to be successful. All homeworks will be completed on the **MyLab website accessed through Canvas**. The course is divided into four modules, each followed by an exam. All assignments (homework problems and

quizzes) related to a particular module must be completed before the exam on that module. Assignments will be closed when the exam is opened. **LATE ASSIGNMENTS WILL NOT BE ACCEPTED**.

QUIZ
   Quiz will be given through MyLab/ Canvas on materials covered.

MyLab
   An interface has been established between Pearson MyLab and Canvas. You can register for MyLab by accessing the first assignment in the chapter 1 module. You must be registered on MyLab to complete the homeworks. A separate link, "Assignments" for the homework and quiz assignments in Canvas will be set up for each module.

CLASS SCHEDULE:
   This syllabus provides a general plan/schedule for this course. Based on the discretion of the instructor, deviations from the syllabus may be necessary as a responsive action to class progress and time constraints. You will be given sufficient notice before any changes are made to the syllabus. Two lectures are approximately equivalent to one week's worth of materials.

Lecture no.	Topics covered	Reading/ SAP Assignments
1,2	Introduction	Chapter 1
3, 4	Decision Making	Supplement A
5	Capacity Planning	Chapter 4
6, 7	Waiting Lines & Test 1 review	Supplement B
Sept. 20	**Test 1 opens**	
8, 9	Quality & Performance	Chapter 3
10, 11	Constraint Management	Chapter 5
12, 13	Linear Programming	Supplement D
14	Lean Systems & Test 2 review	Chapter 6
October 18	**Test 2 opens**	**Last day for SAP Submission**
15, 16, 17	Project Management	Chapter 7
18, 19	Forecasting	Chapter 8
20, 21	Inventory Management, Test 3 review	Chapter 9, Supplement C
Nov. 13	**Test 3 opens**	
22	Supply Chain Design	Chapter 12
23, 24	Supply Chain Logistics	Chapter 13
25	Supply Chain Integration	Chapter 14
26	Supply Chain Sustainability	Chapter 15

Dec. 6	**Test 4 opens**	

SAP EXERCISES:

There are four SAP exercises 25 points each (total 100 points. Completion of all 4 SAP exercises is mandatory. **Score less than 70 points in this section will result in an automatic F grade in MANA 3305**. **This is required independent of the Course Evaluation rubric described below.** Due dates are posted in the schedule. You will get Zero credit for any LATE SUBMISSION!! NO EXCUSES!! DO NOT wait until the last minute to try to complete the exercise. If you wait until the day it is due, there is a good chance you will not finish on time. You may complete the assignment before the due date. An SAP User ID will be assigned to you through Canvas grade book. DO NOT use another person's ID number and DO NOT make up your own!! This could not only cause problems for your exercises but also for someone else. You may download SAP GUI on your PC or use the computers at UT Tyler in the SAP Lab in COB 251. A Graduate Teaching Assistant will be available to help you if you encounter any difficulty. His/her contact information will be provided later.

EXAM POLICY:

There will be four exams 100 points each. **<u>The exams will be taken using Connect but must be accessed through Canvas</u>**. The exams are a combination of problems and multiple choice concept questions. The problems will be based on your homework assignments.

MAKE-UP POLICY:

Make-up exams are generally not given. It is given only in emergency situation where adequate documentation is provided to the instructor. If you must be absent due to a University sanctioned event, you are responsible for notifying me with proper documentation and taking the exam early. Carefully review the class schedule and let me know the first week of class if there are any conflicts. See the University Catalog for additional information on University sanctioned absences.

EVALUATION:

Grade Determination (without SAP exercises)

Items	Points
Homework Assignments	120*
Quiz	80*
Exams	400
Total	600

* May vary

Grade Assignment (Grades are not rounded)

A	540 and above
B	480 – 539
C	420 – 479
D	360 – 419
F	359 and below

ATTENDANCE AND CLASS PARTICIPATION:

Attendance and active class participation are very important to mastery the course learning objectives. Therefore, attendance will be taken each class.

COLLEGE OF BUSINESS STATEMENT OF ETHICS:
The ethical problems facing local, national and global business communities are an ever-increasing challenge. It is essential the College of Business and Technology help students prepare for lives of personal integrity, responsible citizenship, and public service. In order to accomplish these goals, both students and faculty of the College of Business and Technology at The University of Texas at Tyler will:

- Ensure honesty in all behavior, never cheating or knowingly giving false information.
- Create an atmosphere of mutual respect for all students and faculty regardless of race, creed, gender, age or religion.
- Develop an environment conducive to learning.
- Encourage and support student organizations and activities.
- Protect property and personal information from theft, damage and misuse.
- Conduct yourself in a professional manner both on and off campus.

WRITTEN COMMUNICATION
Written Communication is a critical competency for today's business leaders. Students are encouraged to seek the services of The University of Texas at Tyler Writing Center. http://www.uttyler.edu/writingcenter/

STUDENTS RIGHTS AND RESPONSIBILITIES
To know and understand the policies that affect your rights and responsibilities as a student at UT Tyler, please follow this link: http://www2.uttyler.edu/wellness/rightsresponsibilities.php

GRADE REPLACEMENT/FORGIVENESS AND CENSUS DATE POLICIES
Students repeating a course for grade forgiveness (grade replacement) must file a Grade Replacement Contract with the Enrollment Services Center (ADM 230) on or before the Census Date of the semester in which the course will be repeated. Grade Replacement Contracts are available in the Enrollment Services Center or at http://www.uttyler.edu/registrar. Each semester's Census Date can be found on the Contract itself, on the Academic Calendar, or in the information pamphlets published each semester by the Office of the Registrar.

Failure to file a Grade Replacement Contract will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates are eligible to exercise grade replacement for only three course repeats during their career at UT Tyler; graduates are eligible for two grade replacements. Full policy details are printed on each Grade Replacement Contract.

The Census Date is the deadline for many forms and enrollment actions that students need to be aware of. These include:
- Submitting Grade Replacement Contracts, Transient Forms, requests to withhold directory information, approvals for taking courses as Audit, Pass/Fail or Credit/No Credit.
- Receiving 100% refunds for partial withdrawals. (There is no refund for these after the Census Date)
- Schedule adjustments (section changes, adding a new class, dropping without a "W" grade)
- Being reinstated or re-enrolled in classes after being dropped for non-payment
- Completing the process for tuition exemptions or waivers through Financial Aid

STATE-MANDATED COURSE DROP POLICY

Texas law prohibits a student who began college for the first time in fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at another 2-year or 4-year Texas public college or university. For purposes of this rule, a dropped course is any course that is dropped after the 12th day of class (See Schedule of Classes for the specific date).

Exceptions to the 6-drop rule may be found in the catalog. Petitions for exemptions must be submitted to the Registrar's Office and must be accompanied by documentation of the extenuating circumstance. Please contact the Registrar's Office if you have any questions.

DISABILITY SERVICES

In accordance with Section 504 of the Rehabilitation Act, Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA) the University offers accommodations to students with learning, physical and/or psychiatric disabilities. If you have a disability, including non-visible disabilities such as chronic diseases, learning disabilities, head injury, PTSD or ADHD, or you have a history of modifications or accommodations in a previous educational environment you are encouraged to contact the Student Accessibility and Resources office and schedule an interview with the Accessibility Case Manager/ADA Coordinator, Cynthia Lowery Staples. If you are unsure if the above criteria apply to you, but have questions or concerns please contact the SAR office. For more information or to set up an appointment please visit the SAR office located in the University Center, Room 3150 or call 903.566.7079. You may also send an email to cstaples@uttyler.edu

STUDENT ABSENCE DUE TO RELIGIOUS OBSERVANCE

Students who anticipate being absent from class due to a religious observance are requested to inform the instructor of such absences by the second class meeting of the semester.

STUDENT ABSENCE FOR UNIVERSITY-SPONSORED EVENTS AND ACTIVITIES

If you intend to be absent for a university-sponsored event or activity, you (or the event

sponsor) must notify the instructor at least two weeks prior to the date of the planned absence. At that time the instructor will set a date and time when make-up assignments will be completed.

SOCIAL SECURITY AND FERPA STATEMENT:
It is the policy of The University of Texas at Tyler to protect the confidential nature of social security numbers. The University has changed its computer programming so that all students have an identification number. The electronic transmission of grades (e.g., via e-mail) risks violation of the Family Educational Rights and Privacy Act; grades will not be transmitted electronically.

CAMPUS CARRY POLICY:

We respect the right and privacy of students who are duly licensed to carry concealed weapons in this class. License holders are expected to behave responsibly and keep a handgun secure and concealed. More information is available at http://www.uttyler.edu/about/campus-carry/index.php.”

EMERGENCY EXITS AND EVACUATION:
Everyone is required to exit the building when a fire alarm goes off. Follow your instructor's directions regarding the appropriate exit. If you require assistance during an evacuation, inform your instructor in the first week of class. Do Not re-enter the building unless given permission by University Police, Fire department, or Fire Prevention Services.

TECHNICAL SUPPORT
If you experience technical problems or have a technical question about this course, you can obtain assistance by emailing itsupport@patriots.uttyler.edu or call 903.565.5555. When you email IT Support, be sure to include a complete description of your question or problem including:

- The title and number of the course
- The page in question
- If you get an error message, a description and message number
- What you were doing at the time you got the error message

Please contact technical support before contacting your instructor. I am not a technical expert and they will be able to address your issues better and quicker than I can.

Plug-ins and Helper Applications
UT Tyler online courses use Java, JavaScript, browser plug-ins, helper application and cookies. It is essential that you have these elements installed and enabled in your web browser for optimal viewing of the content and functions of your online course. Always ensure that you are using the most update version for the browser you choose to access the

online learning content.

NOTE: Mozilla Firefox is the recommended browser. (URL: http://www.mozilla.org/en-US/firefox/new/)

- **Adobe Reader** allows you to view, save, and print Portable Document Format (PDF) files. (URL: http://get.adobe.com/reader/)
- **Java Runtime Environment** (JRE) allows you to use interactive tools on the web. (URL: http://www.java.com/en/download/)
- **Adobe Flash Player** allows you to view content created with Flash such as interactive web applications and animations.
  (URL: http://get.adobe.com/flashplayer/)
- **QuickTime** allows users to play back audio and video files.
  (URL: http://www.apple.com/quicktime/download/)
- **Windows Media Player** allows you to view, listen and download streaming video and audio. (URL: http://windows.microsoft.com/en-US/windows/products/windows-media-player)
- **RealPlayer** allows you to view and listen to streaming video and audio.
  (URL: http://www.real.com/)