

THE UNIVERSITY OF TEXAS AT TYLER
COLLEGE OF BUSINESS AND TECHNOLOGY
Summer 2 2019

COURSE NUMBER: MANA 5305

INSTRUCTOR: Dr. Sherry Jackson

COURSE TITLE: Decision Making in Operations Management

COURSE DESCRIPTION: Analysis of the operations management functions from a manager's perspective. Quantitative techniques related to decision-making such as linear programming, statistics and mathematical models are applied to operations management problems.

PREREQUISITE: There are no formal prerequisites for this class. However, Math 1342 Statistics or its equivalent is strongly recommended. Additionally, you will need a working knowledge of Microsoft Excel.

REQUIRED TEXT: The Textbook is Operations and Supply Chain Management, The Core, 4th edition, Jacobs and Chase. You also need access to Connect, the on-line homework manager. You can use a hardcopy or e-book version of the text, as long as it comes bundled with the Connect access code. All homework and exams will be completed on the on-line homework manager Connect. Therefore, it is essential that you have access to Connect to be successful.

There are several avenues to purchase the textbook and Connect code. Prices may vary. **Regardless of the option you choose, you MUST register for Connect via the course on Canvas.** This will then sync both Connect assignments and Canvas modules. Your options include:

1. You can purchase both the e-book and Connect code when you register for Connect through this Canvas course.
2. You can purchase a hard copy of the textbook with the Connect code in the UT Tyler bookstore. You will enter the Connect access code during Connect registration through the Canvas module.
3. You may also be able to purchase the textbook and Connect code through the various on-line bookstores. Make sure that the textbook comes packaged with the Connect code. If not, you will be required to purchase the access code during Connect registration.

CLASS MEETING: On-line, virtual class

EMAIL ADDRESS: Use the Canvas email function to contact me. I will return all emails within one business date of receipt.

OFFICE HOURS: It has been my experience that students do not call into office hours. I am available for individual assistance by appointment.

Class Dates: July 8 – August 10, 2018

Census Date: July 12, 2018

Last day to withdraw: July 29, 2019

COURSE OBJECTIVES:

- Apply appropriate forecasting methodologies.
- Appropriately analyze production-planning problems.
- Apply appropriate methodologies for making inventory decisions.
- Apply appropriate techniques for managing quality.
- Identify key issues and challenges for operations management in a global context.
- Understand the application of operations management policies and techniques to the service sector as well as manufacturing firms.

TEACHING METHOD:

A variety of methods will be used to help the student master the material; including recorded lectures, PowerPoints, videos, and homework assignments.

CANVAS:

An on-line “class interface” for this course is available through Canvas. Canvas allows you 24-hour access to course materials, announcements, your grades, and other information. It will facilitate easy communication with fellow students and the instructor.

EVALUATION:

Grade Determination

Categories	%
Homework	25%
Quiz	25%
Exam 1	25%
Exam 2	25%
Total	100%

Grade Assignment

Grade	%
A	90 – 100%
B	80 – 89.9%
C	70 – 79.9%
D	60 – 69.9%
F	0 – 59%

HOMEWORK

Because this is a very quantitative course, the best way to learn is to practice the material.

There is a practice problem and homework problem for almost every chapter. I strongly suggest that you view the tutorials and work through the practice problem before completing your homework assignment. On Canvas, a module for each topic will be provided.

Homework will be assigned and submitted via McGraw Hill Connect. For consistency, all homework is due Monday at midnight of the appropriate week. See the class schedule below for due dates. The link to the homework is in the Deliverables section of each module. You can also access directly through the link MH-Connect. Homework is not timed.

QUIZ

There will be one short quiz on Connect for every chapter. It will usually consist of 5 Multiple-Choice Questions. You will have one attempt to complete the quiz and a one-time option to 'check my work'. Just as the homework, the quiz will be due each Monday by midnight. The link to the quiz is in the Deliverables section of each module. Quizzes are not timed.

EXAM POLICY:

There will be two exams in this class. The exams will be taken on Connect. Each exam will consist of problems based on your homework and multiple-choice questions. Exams are timed and you have one attempt to complete the exam. You may use your notes and textbook. Note that all exams are on-line via Connect. Check class schedule for more details.

MAKE-UP POLICY:

There are no makeup exams. If you miss an exam, then you will be given a zero. 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.

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. You will be given sufficient notice before any changes are made to the syllabus. Notice that all assignments except the final are due on Monday at midnight. It is helpful to print and post this schedule for a reminder. In addition, Canvas provides assignment reminders.

Dates	Topics	Assignment Due Dates
7/8	Operations and Supply Chain Mgmt. (1) Strategy and Sustainability (2) Forecasting (3)	7/14
7/15	Strategic Capacity Management (4) Projects (5) Manufacturing Processes (6, 6A)	7/21
7/22	Mid-term Exam Service Processes (7) Quality Management (10)	7/28
7/30	Inventory Management (11) Lean Supply Chain (12) Global Sourcing and Procurement (13)	8/4
8/5	Final Exam	8/8

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.

SCHOLASTIC DISHONESTY

The faculty expects from its students a high level of responsibility and academic honesty. Because the value of an academic degree depends upon the absolute integrity of the work done by the student for that degree, it is imperative that a student demonstrates a high standard of individual honor in his or her scholastic work.

Scholastic dishonesty includes, but is not limited to, statements, acts or omissions related to applications for enrollment of the award of a degree, and/or the submission, as one's own work of material that is not one's own. As a general rule, scholastic dishonesty involves one of the following acts: cheating, plagiarism, collusion and/or falsifying academic records. Students suspected of academic dishonesty are subject to disciplinary proceedings. In the event disciplinary measures are imposed on the student, it becomes part of the students' official school records. Also, please note that the handbook obligates you to report all observed cases of academic dishonesty to the instructor.

CONCEALED HANDGUNS ON CAMPUS

Per the *Handbook of Operating Procedures* a/k/a "HOP", Section 2.10.1 Concealed Handguns on Campus; C(7)

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>.

UT TYLER: A TOBACCO-FREE UNIVERSITY:

All forms of tobacco will not be permitted on the UT Tyler main campus, branch campuses, and any property owned by UT Tyler. This applies to all members of the University community, including students, faculty, staff, University affiliates, contractors, and visitors.

Forms of tobacco not permitted include cigarettes, cigars, pipes, water pipes (hookah), bidis, kreteks, electronic cigarettes, smokeless tobacco, snuff, chewing tobacco, and all other tobacco products.

There are several cessation programs available to students looking to quit smoking, including counseling, quitlines, and group support. For more information on cessation programs please visit www.uttyler.edu/tobacco-free.

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/>

Or the Purdue University Online Writing Lab (OWL)

<https://owl.english.purdue.edu/owl>

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://www.uttyler.edu/wellness/rightsresponsibilities.php>

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

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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

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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.

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.

You may also visit the Help Tab in Canvas for useful information.

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: **Chrome** is the recommended browser for Canvas.

- **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/>)

NETIQUETTE GUIDE

"Netiquette" is network etiquette, the do's and don'ts of online communication. Netiquette covers both common courtesy online and informal "rules of the road" of cyberspace. Review and familiarize yourself with the guidelines provided.

(URL: <http://www.learnthenet.com/learn-about/netiquette/index.php>)