

MANA 3305-001: Operations Management Fall 2025

Instructor(s): Dr. Lei Hua

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Office Hours: Tuesday & Thursday 11:15 AM – 3:15 PM or 5:00 PM – 6:00 PM

Section Information: MANA 3305-001

Place of Class Meetings: Soules College of Business 111

Time of Class Meetings: Tuesday & Thursday 3:30 PM to 4:50 PM

Description of Course Content:

Introduction to concepts and problem-solving techniques important in operations management. Topics include demand forecasting, capacity management, resource allocation, inventory management, supply chain management, quality control, and etc.

Prerequisite: Introduction to Information Systems Software (COSC 1307) and Business Statistics (GENB 2300).

Student Learning Outcomes:

After completing the course, the student will be able to do the following:

1. Identify and accurately apply operations management (OM) concepts with competitive strategy in order to make operational decisions.
2. Learn how to apply quantitative OM tools like forecasting, project planning and management, capacity and resource planning, scheduling, inventory management and quality management and control. And be able to correctly solve OM problems using these quantitative tools.
3. Identify qualitative factors affecting operations functions in order to compare different options within business setting and be able to clearly articulate those factors and options.
4. Clearly and accurately describe how OM decisions relate to each other in order to assess the overall impact of decisions.
5. Contrast and compare different options related to OM concepts in order to select the best option given business and environmental conditions and be able to concisely explain the various alternatives, which is best, and why.
6. Explain OM's role within organizations for both service and manufacturing environments.
7. Develop and explain alternatives for resource and capacity planning within given constraints.

Required Textbook and Other Course Materials:

Textbook: Operations Management: Processes and Supply Chains, 14th edition by Krajewski and Malhotra.

MyLab Access Code (with eBook): ISBN-13: 9780138342296.

MyLab access code is required for completing homework assignments and exams. You can purchase either from bookstore or directly from the publisher when you register for MyLab.

Grading:

There will be 3 exams (including final exam).

Test/ Assignment	Grade	Weightage for course grade
Homework Assignments	500	50%
Exam 1	150	15%
Exam 2	150	15%
Final Exam (Comprehensive)	200	20%
Total	1000	100%

Grades: A = 90% and above, B = 80% - 89.9%, C = 70% - 79.9%, D = 60% - 69.9%, F = 0% - 59.9%.

Your final letter grade is based on your weighted score. Students are expected to keep track of their performance throughout the semester and seek guidance from available sources (including the instructor) if their performance drops below satisfactory levels.

Important Dates:

Classes begin.....	August 25
Census date	September 8
Last date to withdraw from course.....	November 3
Thanksgiving holiday	November 24-28
Last day of classes.....	December 2
Final exam week.....	December 8-12

Course Policies:

Expectations for Out-of-Class Study:

A general rule of thumb is this: for every credit hour earned, a student should spend 3 hours per week working outside of class. Hence, a 3-credit course might have a minimum expectation of 9 hours of reading, study, etc. Beyond the time required to attend each class meeting, students enrolled in this course should expect to spend at least an additional 9 hours per week of their own time in course-related activities, including reading required materials, completing assignments, preparing for exams, etc.

Homework Assignments:

This is a very quantitative course. The best way to do well in this class is to understand the concepts and practice by working problems. All homeworks will be completed on the **MyLab website accessed through Canvas**. You will have up to 3 attempts for each question in homework. Due dates are posted in the course schedule. **Late assignments will not be accepted.**

Exam Policy:

We will have 3 exams in this class. **All exams will be taken using MyLab but must be accessed through Canvas.** The exams are a combination of concepts interpretation and problem-solving questions. More details will be posted on Canvas during the semester.

LockDown Browser and Respondus Monitor Instructions:

Following the requirements of Management & Marketing Department, MANA 3305 requires the students to use **LockDown Browser** and **Respondus Monitor** (which uses your webcam) for the exams (specifically Exam 1 and Exam 2). Below are the detailed instructions:

1. Watch the overview video:

This short video explains how LockDown Browser and the webcam feature work:

<https://www.respondus.com/products/lockdown-browser/student-movie.shtml>

2. Webcam requirement:

You may use:

- A built-in webcam (on your laptop/computer)
- or an external USB webcam

3. Download and install LockDown Browser (from this link):

<https://download.respondus.com/lockdown/download.php?id=593832943>

4. Taking the exam:

After installing the Lockdown Browser (using the above link):

- Start LockDown Browser
- Log into to Canvas
- Navigate to the exam

Note: You will NOT be able to access an exam that requires LockDown Browser with a standard web browser. If this is tried, an error message will indicate that the test requires the use of LockDown Browser. Please follow the above steps to navigate to the exam.

Guidelines

When taking an online exam, follow these guidelines:

- Select a location where you are comfortable having a video recording taken of yourself and your workspace environment. This area should be free of distractions and interruptions.
- Turn off all other devices (e.g. tablets, phones, second computers) and place them outside of your reach
- Before starting the test, know how much time is available for it, and also that you've allotted sufficient time to complete it
- Clear your desk or workspace of all external materials not permitted - books, papers, other devices
- Remain at your computer for the duration of the test
- If the computer, Wi-Fi, or location is different than what was used previously with the "Webcam Check" and "System & Network Check" in LockDown Browser, run the checks again prior to the exam
- To produce a good webcam video, do the following:
 - Avoid wearing baseball caps or hats with brims
 - Ensure your computer or device is on a firm surface (a desk or table). Do NOT have the computer on your lap, a bed, or other surface where the device (or you) are likely to move
 - If using a built-in webcam, avoid readjusting the tilt of the screen after the webcam setup is complete
 - Take the exam in a well-lit room, but avoid backlighting (such as sitting with your back to a window)
- Remember that LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted

Getting Help

Several resources are available if you encounter problems with LockDown Browser:

- The Windows and Mac versions of LockDown Browser have a "Help Center" button located on the toolbar. Use the "System & Network Check" to troubleshoot issues. If an exam requires you to use a webcam, also run the "Webcam Check" from this area
- 24/7/365 Live Chat Support is also available from the Help Center, or from within the "it's not working" troubleshooter.
- Respondus has a Knowledge Base available from support.respondus.com. Select "LockDown Browser & Respondus Monitor" as the product to view helpful articles.
- If you're still unable to resolve a technical issue with LockDown Browser, go to support.respondus.com and select "Submit a Ticket". Provide detailed information about your problem and what steps you took to resolve it.

Make-up Exams:

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.

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/>

Student Rights and Responsibility:

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.utt Tyler.edu/about/campus-carry/index.php>.”

Emergency Exists 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.utt Tyler.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/>)

Course 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.

Week	Chapter	Topic	Homework Assignment
Week 1 (08/25 – 08/31)	Intro + ch1	Syllabus / Introduction to OM	Ch1 Assigned
Week 2 (09/01 – 09/07)	ch4	Quality and Performance	Ch4 Assigned
Week 3 (09/08 – 09/14)	ch6	Capacity Planning	Ch6 Assigned
Week 4 (09/15 – 09/21)	ch7	Constraint Management	Ch7 Assigned
Week 5 (09/22 – 09/28)	Exam 1 Review		
Week 6 (09/29 – 10/05)	HW assignments (ch1, 4, 6, 7) are due on Friday October 3rd by 11:59pm		
	Exam 1 on Canvas		
Week 7 (10/06 – 10/12)	ch9	Forecasting	Ch9 Assigned
Week 8 (10/13 – 10/19)	ch10	Inventory Management	Ch10 Assigned

Week 9 (10/20 – 10/26)	ch12	Material Resource Planning	Ch12 Assigned
	Exam 2 Review		
Week 10 (10/27 – 11/02)	HW assignments (ch9, 10, 12) are due on Friday October 31th by 11:59pm		
	Exam 2 on Canvas		
Week 11 (11/03 – 11/09)	ch13	Supply Chain Management	Ch13 Assigned
Week 12 (11/10 – 11/16)	ch14	Supply Chain Design	Ch14 Assigned
Week 13 (11/17 – 11/23)	ch15	Logistics Management	Ch15 Assigned
Week 14 (11/24 – 11/30)	Thanksgiving Holiday		
Week 15 (12/01 – 12/07)	Final Exam Review	HW assignments (ch13, 14, 15) are due on Friday December 5th by 11:59pm	
Final Exam on Canvas (Final Week)			