COURSE NUMBER: MANA 5305, Section 001

INSTRUCTOR: Dr. Sherry Avery 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 prerequisites for this class. However, you should have a basic understanding of simple algebra and probabilities. You should be able to rearrange terms in an equation, understand a Normal probability distribution, and look up values in a Z-table and t-table. Refresher information on these issues will be briefly covered as needed during class. Additionally, you will need a working knowledge of Microsoft Excel and Word.

REQUIRED TEXT: There are three requirements for the course: (1) Operations and Supply Chain Management, The Core, 3rd edition, Jacobs and Chase. (2) Access code to the McGraw-Hill’s Connect Operations Management. The campus bookstore has a loose-leaf version of the text that includes the Connect access code. You can also purchase the text and access code separately. (3) Access code for Littlefield simulations from Responsive Learning Technologies, available for purchase online.

CLASS MEETING: Classes meet on Tuesday evenings, 6 to 8:45 pm, BUS 158.

OFFICE AND PHONE: BUS 127
(903) 566-7005

EMAIL ADDRESS: sjackson@utttyler.edu – This is the best way to reach me quickly. I generally return emails within one business day.

OFFICE HOURS: Office hours are Tuesday before class, from 4:30 pm to 5:45 pm. I am also available for appointments upon request.

Class Dates: January 12 – April 30
COURSE OBJECTIVES:
- Apply appropriate forecasting methodologies.
- Appropriately analyze production-planning problems.
- Apply appropriate methodologies for making inventory decisions.
- Apply appropriate techniques for managing quality.
- 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: A variety of methods will be used to help the student master the material; including recorded lectures, PowerPoints, videos, homework assignments, simulations, and in-class assignments.

BLACKBOARD:
An on-line “class interface” for this course is available through Blackboard. Blackboard 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. You are automatically enrolled in blackboard. 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.

EVALUATION:
Grade Determination

<table>
<thead>
<tr>
<th>Categories</th>
<th>%</th>
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<tbody>
<tr>
<td>Homework</td>
<td>30%</td>
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<tr>
<td>Quizzes</td>
<td>20%</td>
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<tr>
<td>Simulation</td>
<td>10%</td>
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<tr>
<td>In class assignments</td>
<td>10%</td>
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<tr>
<td>Final exam</td>
<td>30%</td>
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<tr>
<td>Total</td>
<td>100%</td>
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Grade Assignment
Note that grades are not rounded.

<table>
<thead>
<tr>
<th>Grade</th>
<th>%</th>
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<tbody>
<tr>
<td>A</td>
<td>90 – 100%</td>
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<tr>
<td>B</td>
<td>80 – 89%</td>
</tr>
<tr>
<td>C</td>
<td>70 – 79%</td>
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<tr>
<td>D</td>
<td>60 – 69%</td>
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<tr>
<td>F</td>
<td>0 – 59%</td>
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</table>
EXAM POLICY:
There will be one final exam in this class. The exam will be taken on McGraw-Hill Connect via Blackboard and will be timed. You may use your notes and textbook. However, this is an individual assignment. Therefore, please do not work with your team or friends on the exam.

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.

HOMEWORK
Because this is a very quantitative course, the best way to learn is to practice the material. Therefore, homework will be assigned to help you master the material. Homework will be assigned on every chapter. On Blackboard a module for each topic will be provided. In each module, a section called Deliverables will provide information on the homework. Homework will be assigned and submitted via McGraw Connect. For consistency, all homework is due Sunday at midnight of the appropriate week. The lowest homework grade will be dropped.

QUIZ
A short quiz will be assigned on every chapter. The quizzes will be assigned and submitted via McGraw Connect. For consistency, all quizzes must be completed by Sunday at midnight of the appropriate week. The lowest quiz grade will be dropped.

LITTLEFIELD SIMULATIONS
This is a team exercise, with each team containing four members. Team members will be assigned the second week of class. We will run two simulations, which will provide you the opportunity to actually run a small blood-testing center. You will be allowed to make various decisions, such as number of machines, inventory purchases, and scheduling of jobs. The dates for the simulations are available on the class schedule. Access to the simulations is available through a URL, which will be made available on Blackboard. Each team member will be required to register and purchase an access code for $18. Instructions for purchasing the access code are available on Blackboard. After you purchase the access code, forward to me at sjackson@uttyler.edu. I will then set you up on your team for the simulation.

IN CLASS ASSIGNMENTS
The instructor will randomly assign in-class assignments. The assignments will be completed and turned in within the class session.

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. All deliverables are due Sunday at
midnight of the appropriate week. Homework and quizzes will be submitted on the Connect website.

<table>
<thead>
<tr>
<th>Dates</th>
<th>Topics</th>
<th>Chapters</th>
<th>Deliverables</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/12 - 18</td>
<td>Operations and Supply Chain Mgmt.</td>
<td>1</td>
<td>Ch. 1 – 1/18</td>
</tr>
<tr>
<td>1/19 - 25</td>
<td>Strategy and Sustainability</td>
<td>2</td>
<td>Ch. 2 – 1/25</td>
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<tr>
<td>1/26 – 2/1</td>
<td>Forecasting</td>
<td>3</td>
<td>Ch. 3 – 2/1</td>
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<tr>
<td>2/2 – 8</td>
<td>Strategic Capacity Management</td>
<td>4</td>
<td>Ch. 4 – 2/8</td>
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<tr>
<td>2/9 – 15</td>
<td>Simulation 1 Projects</td>
<td>5</td>
<td>Ch. 5 – 2/15</td>
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<tr>
<td>2/12 – 22</td>
<td>Manufacturing Processes</td>
<td>6</td>
<td>Ch. 6 – 2/22</td>
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<tr>
<td>2/23 – 3/1</td>
<td>Service Processes</td>
<td>7</td>
<td>Ch. 7 – 3/1</td>
</tr>
<tr>
<td>3/2 – 8</td>
<td>Sales and Operations Planning</td>
<td>8</td>
<td>Ch. 8 – 3/8</td>
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<tr>
<td>3/9 – 15</td>
<td>Spring Break</td>
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<tr>
<td>3/16 – 22</td>
<td>MRP</td>
<td>9</td>
<td>Ch. 9 – 3/22</td>
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<tr>
<td>3/23 – 29</td>
<td>Quality Management</td>
<td>10</td>
<td>Ch. 10 – 3/29</td>
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<tr>
<td>3/30 – 4/5</td>
<td>Inventory Management</td>
<td>11</td>
<td>Ch. 11 – 4/5</td>
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<tr>
<td>4/6 – 12</td>
<td>Simulation 2 Lean Supply Chains</td>
<td>12</td>
<td>Ch. 12 – 4/12</td>
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<tr>
<td>4/13 – 19</td>
<td>Global Sourcing and Procurement</td>
<td>13</td>
<td>Ch. 13 – 4/19</td>
</tr>
<tr>
<td>4/20 – 26</td>
<td>Logistics</td>
<td>14</td>
<td>Ch. 14 – 4/26</td>
</tr>
<tr>
<td>4/28 – 30</td>
<td>Final Exam</td>
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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. University regulations regarding scholastic dishonesty are available at http://www.uttyler.edu/housing/ScholasticDishonesty.htm. 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.

The University of Texas at Tyler has adopted an Honor Code. The complete Honor Code is available at the end of the Syllabus. Please view this short Honor Code video https://www.youtube.com/watch?v=xVMEQel1Q2A

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

GRADE REPLACEMENT/FORGIVENESS
If you are repeating this course for a grade replacement, you must file intent to receive grade forgiveness with the registrar by the 12th day of class. Failure to do so will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates will receive grade forgiveness (grade replacement) for only three course repeats; graduates, for two course repeats during his/her career at UT Tyler.

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.

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 Blackboard for useful information or check out On Demand Learning Center for Students [http://ondemand.blackboard.com/students.htm](http://ondemand.blackboard.com/students.htm)

**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.


- **Adobe Flash Player** allows you to view content created with Flash such as interactive web applications and animations. (URL: [http://get.adobe.com/flashplayer/](http://get.adobe.com/flashplayer/))
- **RealPlayer** allows you to view and listen to streaming video and audio. (URL: [http://www.real.com/](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](http://www.learnthenet.com/learn-about/netiquette/index.php))
THE UNIVERSITY OF TEXAS AT TYLER
HONOR CODE

An honorable man, impoverished though he may be in talent, cannot fail to attain success and high standing in the eyes of the world. A dishonorable man, though he is possessed of a multitude of abilities, cannot hope to escape for long the condemnation of his fellow men. – Robert Wood

The University of Texas at Tyler is committed to providing a setting for free inquiry, excellent teaching, research, artistic performances and professional public service. As a community of scholars, the University develops each individual’s critical thinking skills, appreciation of the arts, humanities and sciences, international understanding for participation in the global society, professional knowledge and skills to enhance economic productivity, and commitment to lifelong learnings.

Such a commitment to a preeminent place in higher education also requires the ethical development of the entire UT Tyler community: students, faculty members, staff members, and administrators. The UT Tyler Honor Code is crucial to these ideals. The Honor Code is the means through which to apply the ethical ideal of honorable living to the lives of the UT Tyler community. Therefore, every member of the UT Tyler community joins together in saying:

I embrace honor and integrity. Therefore, I choose not to lie, cheat, or steal, nor to accept the actions of those who do.

The purpose of the UT Tyler Honor Code is to foster a commitment to honorable living, and to exhort its community members (students, staff, faculty, and administrators) to adhere not simply to the minimum standard, but to transcend the letter of the code by committing to broader ideals consistent with the spirit of the Code. The honor code has many advantages which serve to promote a relationship of trust and respect across the entire UT Tyler community. The Honor Code strives to achieve this relationship through the following goals:

a. To assist the UT Tyler community in developing an understanding of the importance of integrity.
b. To enable the UT Tyler community to learn and practice ethical principles.
c. To instill in the UT Tyler community a strong desire to maintain honor in accordance with the Code.
d. To promote a level of commitment in the UT Tyler community to honorable conduct necessary to meet the ethical challenges faced throughout a lifetime of service to the global community.
e. To enable the UT Tyler community to develop essential leadership skills necessary to establish an ethical climate within their organizations.
f. To encourage members of the UT Tyler community to embrace the spirit of the honor code in their lives rather than merely verbalize endorsement.
g. To affirm that members of the UT Tyler community will not be disadvantaged for having done his or her own work while others have violated the honor code.
Educating students to take their place in the world engenders a serious responsibility for any educational institution. The University of Texas at Tyler recognizes that the future decisions made by these citizens must be grounded in ethics as well as in academic knowledge if these decisions will protect and benefit society.

For these reasons the University of Texas at Tyler takes a proactive stand and adopts an Honor code throughout the campus so that students may be equipped with an ethical framework for their future lives.

Notes
