

**OPERATIONS AND SUPPLY CHAIN MANAGEMENT PROGRAM
MGMT 3830-002 OPERATIONS MANAGEMENT – 2018 FALL
COURSE SYLLABUS**

- TERM:** Fall Semester, 2018
Tuesday, 6:30PM - 9:20pm BLB 070
- COURSE TITLE:** MGMT 3830-002 Operations Management - 2018 Fall
- INSTRUCTOR:** Andre' R Bryant D.M.
Email: Andre.Bryant@unt.edu
Office: BLB
Cell Phone: 256-457-6065
- OFFICE HOURS:** After class or by appointment
- COURSE MATERIALS:**
1. *Text.* Operations Management, 13th edition, William J. Stevenson, McGraw-Hill Irwin: **Digital Connect Version (Not the Hard or Paperback version)** ISBN: 9781259948190
 2. *Text.* The Goal: A Process of Ongoing Improvement, North River Press; 2 Revised edition, ISBN-10: 0884270610
 3. *Learn.* Course materials, assignments, and outside readings will be available within Canvas/Learn portal. Students can access the online Canvas using the Internet at the website learn.unt.edu. The site is password protected. You can learn more about Canvas by reviewing the on-line student manuals.

**COURSE
MATERIALS
CONTINUED:**

4. *Outside readings:* Outside readings will be required for some class sessions.
5. *Excel Certification:* You will be required to obtain an Excel certification outside of class. Details regarding the requirement and grading will be provided during class lecture and will be posted in Canvas Learn.
6. *Internet Software:* You will need Internet access. Course materials and assignments will be distributed via the Internet using Canvas or group emails. You will be responsible for accessing Canvas to obtain all course materials. Adobe Acrobat Reader will be required to read some of these materials. Acrobat Reader is available free from the Adobe web site: www.adobe.com. Many of the printed materials required for this course will be in stored in PDF. This format is common for materials published throughout the web and for full-text articles obtained on-line from the UNT library.
7. *Class Powerpoint Presentations:* Copies of the PowerPoint slides used during the in-class lectures can be downloaded from Canvas. I would encourage you to download and print copies of the slides in advance of their coverage in class. You may find this useful to follow along while in class, and/or to review the slides on-line from home or work.

It will be assumed that you have a working knowledge of the topics covered in the prerequisites for this class. The prerequisite material includes statistics, forecasting and regression. Effort will be made to not address material already covered in those courses.

**COURSE
OVERVIEW:**

MGMT 3830 Operations Management is the management of production emphasizing industrial enterprises; production objectives; design and improvement of processes, work methods, and physical facilities; use of measurements and standards; production planning and control; quality control; budgetary and cost control; materials management.

**SCHEDULING
DISCLAIMER**

The schedule, policies, and assignments contained in this course syllabus are subject to change in the event of extenuating circumstances, class progress, or by mutual

agreement between the instructor and the students. All changes will be announced in class prior to the change with a posted change to the syllabus via the announcement tab in Canvas.

Date	Topic		Deliverable
28-Aug	Course Introduction & Syllabus		Quiz
5-Sep	Chapter 1	Introduction to Operations Management	Quiz
	Chapter 2	Competitiveness, Strategy, and Productivity	
	The Goal - Chapters 1-5		Quiz
12-Sep	Chapter 3	Forecasting	Quiz
	Chapter 4	Product and Service Design	
	The Goal - Chapters 6-10		Quiz
19-Sep	Chapter 5	Strategic Capacity Planning	Quiz
	Chapter 6	Process Selection and Facility Layout	
	The Goal - Chapters 11-15		Quiz
26-Sep	Exam #1		Exam Chapters (1 - 5)
3-Oct	Chapter 7	Work Design and Measurement	Quiz
	Chapter 8	Location Planning and Analysis	
	The Goal - Chapters 16-20		Quiz
10-Oct		Target Tour	
17-Oct	Chapter 8	Location Planning and Analysis	Quiz
	Chapter 9	Management and Quality	
	The Goal - Chapters 21-25		Quiz
24-Oct	Chapter 10	Quality Control	Quiz
	Chapter 12	MRP and ERP	
	The Goal - Chapters 26-30		Quiz

31-Oct	Exam #2		Exam Chapters (6 - 10)
7-Nov	Chapter 13	Inventory Management	Quiz
	Chapter 14	JIT and Lean Operations	
	The Goal - Chapters 31-35		Quiz
14-Nov	Chapter 15	Supply Chain Management	Quiz
	Chapter 16	Scheduling	
	The Goal 36-40		Quiz
21-Nov	Chapter 17	Project Management	Quiz
28-Nov	Exam #3		Exam Chapters (12 - 17)
5-Dec	Final Prep		
12-Dec	Finals Week		Final Exam

TYPICAL CLASS OUTLINE

1. Brief review of prior class content
2. Discussion of new content (text + supplementary materials)
3. Practical Exercises / Questions
4. Guest lecture / executive panel discussion when appropriate
5. Exam Review when appropriate (Quizzes will be completed outside of class. You will have 20 minutes to complete each of them so you will need to be prepared for the material.

GRADING:

The grading elements for the course are summarized below:

Graded Element	Points	% of Points
Connect Orientation Videos	50	
Connect Quizzes and Exercises	1200	57%
3 Exams	450	21%
Final Exam	200	9%
Excel Certification	200	9%
Target Food Facility Tour	50	
Professional Development	60	3%
Total Points for A	2110	100%
Total Possible Points	2210	

Grade	Numeric Range	Grade Point
A	1899 - 2110	4.0
B	1688 - 1898	3.0
C	1477 - 1687	2.0
D	1266 - 1476	1.0
F	Below 1265	0.0

Note: There will be **NO** extra credit in this class. Students will not be allowed to **resubmit** quizzes or exams.

The grading scale is guaranteed. You will receive no less than the grade listed within the appropriate interval. I reserve the right to adjust the grading scale in favor of the class if warranted. The points assigned to each grade comply with the points identified in the UNT Graduate Catalog.

Numeric grades are not rounded up to the next high letter grade. I may curve the grades for many of the assessments in the course. Rounding would result in an additional curve for a limited number of students near grade “breaks.”

ASSIGNMENT FORMATS AND DUE DATES

You are expected to approach each assignment with the professionalism required in the “business” world by fulfilling completed staff work.

EXAM CANVAS ISSUES

Contact me to have the exam reset where you left off or if you have other issues.

REQUIRED OUTSIDE READINGS, VIDEOS OR PODCASTS:

The outside readings, videos or podcasts provide different perspectives on the class topics. The readings are meant to provide a foundation for in-class discussion and to broaden the students' understanding of the topics. Material in these readings may be testable. The majority of the outside readings will be made available in Canvas.

CLASS ATTENDANCE:

I hold you responsible for all material covered during class, including changes to the syllabus, course schedule, and course materials. I will not supplement missed lecture material. If you must miss a class, you need to make the necessary arrangements to obtain any missed material or lecture notes from other students in the class. **I recommend you establish a "backup" or study group to supplement your notes or to obtain missed material.**

Class attendance is mandatory; and I will call on students by name to answer questions, discuss assignments, and to comment on key concepts. Missing these opportunities may result in a reduction in your final grade (see class participation under Grading). Class participation and attendance cannot be made up without a valid medical excuse, an absence approved by the Dean of Students, or bona fide family emergency.

CLASS PARTICIPATION:

Class participation will affect the case grades and your final grade. Points will be based on preparation for class, quality of class input, organization, and conciseness. If you do not actively participate, you will not receive any points for this grading element.

Students are expected to fully prepare for the in-class discussions. Case discussion requires significant effort and should not be taken lightly. I will call on students by name to provide an overview of chapters, cases, define problems, identify key issues and themes, suggest alternatives, discuss the analysis, critique inputs, provide recommendations, and summarize the in-class discussion. The points assigned will be based on degree of participation as well as the quality of participation. Failure to be prepared will result in 0 points.

**GROUP VS
INDIVIDUAL
PARTICIPATION:**

Case work, home work or even quizzes may be completed as a group, but exams are an individual effort.

**LIBRARY
ASSIGNMENTS:**

Students are expected to use the library or internet sources to obtain outside readings and research industry information regarding the investing topics selected for the case assignments. In addition, students use the library resources for access to the economic periodicals. Outside readings may be downloaded from the UNT library's electronic resources.

**ACADEMIC
INTEGRITY:**

Academic Integrity Standards and Sanctions for Violation.

According to UNT Policy 18.1.16, Student Academic Integrity, academic dishonesty occurs when students engage in behaviors including, but not limited to cheating, fabrication, facilitating academic dishonesty, forgery, plagiarism, and sabotage. A finding of academic dishonesty may result in a range of academic penalties or sanctions ranging from admonition to expulsion from the University.

Cheating, plagiarism, or other inappropriate assistance on examinations will be treated with **zero tolerance** and will result in a grade of "F" for the course. The work should be solely your effort with ABSOLUTELY NO outside help or assistance. When working on exams, you must not discuss the exam with anyone (other faculty, other teams, or other students) unless specifically approved by the instructor. Students must be familiar with and adhere to the University's Academic Integrity policies.

Copying or using material from assignments previously submitted by other students (at UNT or other learning institutions) or downloaded from the Internet is plagiarism. If you quote material, you must cite your sources. **Large scale "cutting and pasting" from other sources, even if properly footnoted does not meet the criterion of submitting your own work and will result in a failing grade for the course.**

The examination instructions are very clear regarding what materials may be used on the exam. **If you "preprogram" your calculator, use any materials other than those permitted on the exam, talk with other individuals during**

the exam, exchange information about an exam with an individual that has not taken the exam, or copy or use material from another individual's exam, you will receive a failing grade for the course.

According to University policy, if you become aware of any misconduct related to academic integrity, you should inform me or another proper authority such as the department chair or associate dean.

FINAL GRADES:

I will not post final grades beyond what is available on Canvas. **I cannot respond to grade requests except if you appear in-person at my office.**

GRADE APPEALS, WITHDRAWALS, & INCOMPLETES

Please refer to the UNT Graduate Catalog for policies governing these actions. If you have any questions, please contact me for clarification. Please note: I only use an incomplete for extraordinary circumstances. An incomplete grade will not be used simply to provide more time to complete the course requirements.

EXAM AND ASSIGNMENT GRADE APPEALS

If you disagree with how any assignment or examination was graded, **you must submit a written appeal by email or letter before the start of the next class period.** The email or letter must clearly state the rationale for the appeal and provide evidence to support your position. For example, you may cite text references, Powerpoint slides, or outside readings to support your position—**these must be clearly referenced by title and page number.** The rationale should be objective in nature and should not include subjective opinions. **Appeals that do not provide supporting rationale and specific reference(s) to course materials will be returned without consideration.**

AMERICANS WITH DISABILITIES ACT

UNT makes reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide a student with an accommodation letter to be delivered to faculty to begin a private discussion regarding one's specific course needs. Students may request accommodations at any time, however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay

in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class. For additional information see the ODA website at disability.unt.edu.

EMERGENCY NOTIFICATION & PROCEDURES

UNT uses a system called Eagle Alert to quickly notify students with critical information in the event of an emergency (i.e., severe weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). In the event of a university closure, please refer to Canvas for contingency plans for covering course materials.

ACCEPTABLE STUDENT BEHAVIOR

Student behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom and the instructor may refer the student to the Dean of Students to consider whether the student's conduct violated the Code of Student Conduct. The University's expectations for student conduct apply to all instructional forums, including University and electronic classroom, labs, discussion groups, field trips, etc. The Code of Student Conduct can be found at deanofstudents.unt.edu/conduct.

CLASS COMMUNICATIONS

I will post classwide announcements on Canvas as needed. When those notices are posted, Canvas will forward an email copy of the announcement to the email address the university has on file for you.

If you wish to communicate with my, please send an email to Andre.Bryant@unt.edu. I will respond in a timely manor. Please do NOT use Canvas messages. **Canvas messages are not auto-forwarded and may result in a delayed response. So, please use my UNT email.**

**IMPORTANT FALL
2018 DATES:**

Deadline	Regular Academic Session	8W1	8W2
Classes Begin	Aug 27	Aug 27	Oct 22
Labor Day (no classes; university closed)	Sept 3	Sept 3	Sept 3
Census	Sept 10	Sept 4	Oct 29
Beginning this date a student who wishes to drop a course must first receive written consent of the instructor	Sept 11	Sept 5	Oct 30
Last day for student to receive automatic grade of W for nonattendance Last day for change in pass/no pass status Last day to drop a course or withdraw from the semester with a grade of W for courses that the student is not passing. After this date, a grade of WF may be recorded.	Oct 5	Sept 14	Nov 9

Beginning this date, instructors may drop students with a grade of WF for nonattendance.	Oct 6	Sept 15	Nov 10
Mid-semester	Oct 19	Sept 21	Nov 16
Last day to drop with either W or WF Last day for a student to drop a course with consent of the instructor	Nov 5	Oct 1	Nov 26
Beginning this date, a student who qualifies may request an Incomplete, with a grade of I.	Nov 12	Oct 1	Nov 26
Last day for an instructor to drop a student with a grade of WF for nonattendance Last day to withdraw (drop all classes)	Nov 21	Oct 5	Nov 30
Thanksgiving Break (no classes, university closed)	Nov 22 - Nov 25	Nov 22 - Nov 25	Nov 22 - Nov 25
Last Regular Class Meeting	Dec 6	Oct 18	Dec 13
Pre-Finals Days	Dec 5 - Dec 6	N/A	N/A
Reading Day (no classes)	Dec 7	N/A	Dec 7
Final Exams	Dec 8 - Dec 14	Oct 19	Dec 14

End of term	Dec 14	Dec 14	Dec 14
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ATTACHMENT 1 – PROFESSIONAL DEVELOPMENT IN OPERATIONS, LOGISTICS & SUPPLY CHAIN MANAGEMENT

The UNT Professional Program in Logistics is very proud of its close relationship with industry and our emphasis on professionalism. **You are required to participate in 2 professionalism events. Each event is worth 30 points of your final grade.** To register for a Logistics Executive Lecture session go to www.cob.unt.edu/rsvp.

If you cannot attend 2 of these events due to work or class schedule conflicts, you may offer an alternative. Attendance at CSCMP or other supply chain industry events can be substituted, including LogSA or College of Business distinguished speakers, approved in advance. Please seek **approval from Dr. Bryant before attending any alternative event or meeting.** You will not be awarded any points if you request credit after attending the event. A List of potential alternative professional development opportunities in the DFW area are listed in attachment 2.

RSVP is mandatory; otherwise you **will NOT** receive any credit. If you do not RSVP, you will NOT get points for attending the event. The links for RSVP is provided below. If you RSVP and cannot attend the event contact Julie Willems-Espinoza at Julie.Willems-Espinoza@unt.edu. If you RSVP and do not attend the event without informing Ms. Willems-Espinoza, you will lose 10 points for the course. You are encouraged to **sign-up as early as possible.**

Executive Lecture

Series: <http://www.cob.unt.edu/logisticscenter/students/lectureseries/speakers.php>

Onboarding

Program: <http://www.cob.unt.edu/logisticscenter/students/onboarding/onboarding.php>

Note that in the past, an event was canceled because of a change in the schedule of one of our speakers. **If an event is canceled, no points are awarded.** If an event is canceled and you are on our RSVP list, you will receive a notification in e-mail. Before attending events, check for updates at:

<http://www.cob.unt.edu/logisticscenter/executivelectureseries.php>.

How to get credit for an event:

You need to submit a one-page write-up at the class following the event. The write-up should summarize the discussion and highlight three observations or pieces of knowledge you gained. The one page write-up needs to be written in a professional manner with clear, concise thoughts and business appropriate grammar. The two write-ups need to be submitted by the class period following the event. **Write ups turned in late will receive an automatic 5 point deduction. No write ups will be accepted later than December 4th by 11:59 pm or you will receive 0 points for the assignment.**

Onboarding Program

<https://cob.unt.edu/logistics-center/onboarding-program>

Friday, September 7

Professional Organizations – How will they benefit me? Do I need to join? What is the commitment level?

Presented by:

M. Dave Malenfant, Vice President, Membership, CSCMP

Director, Outreach & Partnerships, Center for Supply Chain Innovation, Neeley School of Business, TCU

Brian Heldebrandt (UNT Logistics Alum), Director, Distribution Operations, DJO Global

Friday, September 14

Mock Interviews – Learn important steps on how to prepare for and navigate a behavioral interview. Three levels of mock interviews will be presented. Learn what employers expect.

Presented by Target:

Quitney Pryor, Operations Manager

Bianca Lewis, Human Resources Business Partner

*This program is back by popular demand. Thank you to Andre Bryant!

Friday, October 19

UNT Logistics Alumni Panel Discussion – Three successful alumni will be here to answer all your questions!

Presented by:

Adrian Parkhideh, Senior Director, Customer Strategy, 10-4 Systems, Inc.

Joshua McMichael, Rail Operations Analyst, Toyota Logistics Services, Inc.

Corey Houston, Frito-Lay

Friday, November 2

All About Internships Panel – Everything you always wanted to know! Gain perspective from an employer, UNT Career Center, and UNT students.

Presented by:

PepsiCo

Dr. Brian Hirsch, Assistant Director, UNT Career Center

UNT students (TBA)

Executive Lecture Series

<https://cob.unt.edu/logistics-center/executive-lecture/speakers>

Friday, September 21

Morgan Meeks, Vice President, Transportation Operations
AAFES

Friday, September 28

Amy Carovillano, Vice President, Logistics & Distribution
The Container Store

Friday, October 5

Tim Nelson, President & CEO
Shoreside Logistics

Friday, October 26

Debbie Keehn, Vice President, Supply Chain Operations
Celanese Corporation

Friday, November 16

Richard Cano, Founder & CEO
Protivix Business Solutions, LLC

Other important dates for the fall semester:

Annual Scholarship Breakfast, hosted by Southwest Airlines – Friday, October 12

*Please RSVP if you plan to attend

IANA Conference and Student Case Competition – September 15-18

*Team of 4 students + 6 observers will attend

Wayne State University Case Competition – October 4-7

*Team of 4 students will attend