OPSM 3830-003 OPERATIONS MANAGEMENT

Instructor Contact

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Office Hours: By appointment via Zoom or schedule time before or after our class
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Communication Expectations: I will be available to meet with students prior to and after class as well as via Zoom; all course communication will be through the Canvas platform. For personal concerns or questions, please email me at andre.bryant@unt.edu. When sending an email to my UNT address, please be sure to include the course number and section number (3830-003) in the subject line. All inquiries are responded to as quickly as possible, but always within 48 hours. In general, grades for LearnSmart Assignments and quizzes are available immediately upon completion of the assignments. Exam grades with feedback are available approximately 24 hours after the exam window closes.

Course Description

OPSM 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.

Course Structure

OPSM 3830-003 is an in-class course. I will be available in class weekly to review course materials and support students. The course materials will be covered in approximately 16 weeks from January 18, 2021 to May 13, 2021. A final exam is scheduled on Wednesday, May 11, 2020. There are 16 modules to the course, plus four exams.

Course Prerequisites or Other Restrictions

While there are no prerequisites for this course, it is a junior level course. As such, you are expected to have a working knowledge of the topics covered in the freshman and sophomore level courses. This prerequisite material includes statistics, forecasting and regression. We will not address material already covered in those courses. Additionally, you should have a working knowledge of the internet, Canvas LMS, Microsoft Office, Zoom and the Respondus Lockdown browser.

Course Objectives

By the end of this course, students will be able to:

1. Identify the various components of Organizational Operations
2. Describe the models associated with various facets of Operations Management
3. Apply these models to solve quantitative and qualitative problems
4. Depict the appropriate operational activity throughout the supply chain
5. Explain Supply Chain Management in terms of global flow of goods and services

Materials

Text. (Connect Access with eBook) Operations Management, 14th edition, William J. Stevenson, McGraw-Hill Irwin.

- Stevenson Connect Online Access, Operations Management 14th edition ISBN: ISBN10: 1260242358 | ISBN13: 9781260242355 (**if purchased online**)
- Stevenson Connect Access Card, Operations Management 14th edition ISBN: 9781264344963 (**if purchased at the bookstore**)
- Required book: **The Goal: A Process of Ongoing Improvement**, North River Press; 2nd or 3rd Revised edition, ISBN-10: 0884270610; ISBN-13: 978-0884270614

All other course materials will be available through Canvas.

Teaching Philosophy

OPSM 3830-003 is an in person course; however, all materials, readings, quizzes, and exams are providing within the Canvas shell. The course is integrated with McGraw-Hill Connect, **which is required for the course**.   Please note that accessing Connect directly to do assignments may result in grades not transferring into the Canvas gradebook**. Therefore, please access all assignments through Canvas**. You are responsible to keep track of your grades in the Canvas gradebook and notify me should a grade not appear.

The course is straightforward. It has been designed to provide you with a detailed overview of the Operations Management of an organization. Each module is self-contained. Completing all the assignments in the required time window will prepare you for the exams. I have provided excel spreadsheets with explanations to support students with solving problems from the course work. Finally, as always, please reach out to me should you have any questions or concerns regarding the course.

Technical Requirements & Skills

Minimum Technology Requirements
- Internet-enabled computer with video camera (required for Respondus lockdown browser)
- Reliable internet access
- Speakers
- Microphone
- Plug-ins
- Microsoft Office Suite
- Canvas Technical Requirements (https://clear.unt.edu/supported-technologies/canvas/requirements)

Computer Skills & Digital Literacy
- Using Canvas
- Using email with attachments
- Downloading and installing software

- Using spreadsheet programs
- Using presentation and graphics programs

Rules of Engagement

- Treat your instructor and classmates with respect in email or any other communication.
- Always use your professors' proper title: Dr. or Prof.
- Unless specifically invited, don't refer to your instructor by first name.
- Use clear and concise language. No profanity.
- Remember that all college level communication should have correct spelling and grammar (this includes discussion boards).
- Avoid slang terms such as "wassup?" and texting abbreviations such as "u" instead of "you."
- Use standard fonts such as Ariel, Calibri or Times new Roman and use a size 10 or 12 point font
- Avoid using the caps lock feature AS IT CAN BE INTERPRETTED AS YELLING.
- Be cautious when using humor or sarcasm as tone is sometimes lost in an email or discussion post and your message might be taken seriously or sound offensive.
- Be careful with personal information (both yours and other's).
- Do not send confidential information via e-mail

See these Engagement Guidelines (https://clear.unt.edu/online-communication-tips) for more information.

Getting Help

Technical Assistance

Part of working in the online environment involves dealing with the inconveniences and frustration that can arise when technology breaks down or does not perform as expected. Here at UNT we have a Student Help Desk that you can contact for help with Canvas or other technology issues.

UIT Help Desk: http://www.unt.edu/helpdesk/index.htm
Email: helpdesk@unt.edu
Phone: 940-565-2324
In Person: Sage Hall, Room 130
Walk-In Availability: 8am-9pm
Telephone Availability:
- Sunday: noon-midnight
- Monday-Thursday: 8am-midnight
- Friday: 8am-8pm
- Saturday: 9am-5pm

Laptop Checkout: 8am-7pm
For additional support, visit Canvas Technical Help (https://community.canvaslms.com/docs/DOC-10554-4212710328)

Student Support Services

UNT provides mental health resources to students to help ensure there are numerous outlets to turn to that wholeheartedly care for and are there for students in need, regardless of the nature of an issue or

its severity. Listed below are several resources on campus that can support your academic success and mental well-being:

- Student Health and Wellness Center (https://studentaffairs.unt.edu/student-health-and-wellness-center)
- Counseling and Testing Services (https://studentaffairs.unt.edu/counseling-and-testing-services)
- UNT Care Team (https://studentaffairs.unt.edu/care)
- UNT Psychiatric Services (https://studentaffairs.unt.edu/student-health-and-wellness-center/services/psychiatry)
- Individual Counseling (https://studentaffairs.unt.edu/counseling-and-testing-services/services/individual-counseling)

Other student support services offered by UNT include

- Registrar (https://registrar.unt.edu/registration)
- Financial Aid (https://financialaid.unt.edu/)
- Student Legal Services (https://studentaffairs.unt.edu/student-legal-services)
- Career Center (https://studentaffairs.unt.edu/career-center)
- Multicultural Center (https://edo.unt.edu/multicultural-center)
- Counseling and Testing Services (https://studentaffairs.unt.edu/counseling-and-testing-services)
- Pride Alliance (https://edo.unt.edu/pridealliance)
- UNT Food Pantry (https://deanofstudents.unt.edu/resources/food-pantry)

Academic Support Services

- Academic Resource Center (https://clear.unt.edu/canvas/student-resources)
- Academic Success Center (https://success.unt.edu/asc)
- UNT Libraries (https://library.unt.edu/)
- Writing Lab (http://writingcenter.unt.edu/)
- MathLab (https://math.unt.edu/mathlab)

Scheduling and 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.

Course Assignment: Below is general dates for assignments. Please see announcements and Canvas for up to date information on assignments and due dates.

Week of	Chapter/Topic	SmartBook Assignment*	Quiz*
Module 1 Jan 19	Course & Semester Overview Connect Orientation	Connect Activity Orientation	Connect Activity The Goal:
Module 2 Jan 26	Chapter 1 – Introduction to Ops Management Chapter 2 – Competitiveness, Strategy, & Productivity The Goal Review – Chapters 1 - 3	Chapter 1 Chapter 2	Ch 1 Ch 2 The Goal: Chapter 1-3
Module 3 Feb 2	Chapter 3 – Forecasting Chapter 4 – Product and Service Design The Goal Review – Chapters 4 - 6	Chapter 3 Chapter 4 Chapter 4s	Ch 3 Ch 4 Chapter 4s The Goal: Chapter 4-6
Module 4 Feb 9	Section 1 Exam Chapters 1 – 4	Exam 1	Exam 1
Module 5 Feb 16	Chapter 4 Supplement – Reliability Chapter 5 – Strategic Capacity Chapter 6 – Process Selection and Facility Layout The Goal Review / Chapters 7 - 11	Chapter 5 Chapter 6 Chapter 7	Chapter 5 Ch 6 Ch 7 The Goal: Chapter 7-11
Module 6 Feb 23	Demand Management Case Study The Goal Quiz 1 - 11	N/A	The Goal Quiz Chapters 1 - 11
Module 7 March 2	Chapter 7 – Work Design and Measurement Chapter 8 – Location Planning and Analysis Chapter 9 – Management of Quality The Goal Review – Chapters 12 - 15	Chapter 7 Chapter 8 Chapter 9	Ch 7 Ch 8 Ch 9 The Goal: Chapter 12-15

Module 8 March 9	Section 2 Exam Chapters 4S – 9	Exam 2	The Goal: Chapter 7-15
Module 9 March 16	Spring Break		
Module 10 March 23	Chapter 10 – Quality Control Chapter 11 – Aggregate Planning & Master Scheduling The Goal Review – Chapters 16 - 20	Chapter 10 Chapter 11	Ch 10 Ch 11 The Goal: Chapter 16-20
Module 11 March 30	Chapter 12 – Inventory Management Chapter 13 – MRP and ERP The Goal Review – Chapters 21 - 25	Chapter 12 Chapter 13	Ch 12 Ch 13 The Goal: Chapter 21-25
Module 12 April 6	Chapter 14 – JIT and Lean Operations Chapter 15 – Supply Chain Management The Goal Review – Chapters 26 - 31	Chapter 14 Chapter 15	Ch 14 Ch 15 The Goal: Chapter 26-31
Module 13 April 13	Section 3 Exam - Chapters 10 – 15 / The Goal		
Module 14 April 20	Chapter 16 – Scheduling Chapter 17 – Project Management The Goal Review – Chapters 32 - 36	Chapter 16 Chapter 17	Ch 16 Ch 17 The Goal: Chapter 32-36
Module 15 April 27	The Goal Chapters 37 – 40 / Finals Review		
Module 16 May 4	No Class: Extra Credit Case Study Assignment – Finals Preparations		
Module 17	Final Exam - (Comprehensive – ALL Chapters)		

May 11	

Late Work

No late work will be accepted unless students proactively reach out prior to the due date of the assignment. Requests must be made via email and students must detail what specific assignment they wish to complete and the date they will complete it. I will not reset any assignment 7 days beyond its original due date. Students may not request Exams to be reset.

Course Grading

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 frequently 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	Points Possible	Percentage of Final Grade
Connect – Chapter Readings	*360 points*	*20%*
Connect – Chapter Quizzes	*450 points*	*27%*
The Goal Quizzes	*180 points*	*10%*
Demand Case Study	*50 points*	*3%*
Exam 1	*150 points*	*10%*
Exam 2	*150 points*	*10%*
Exam 3	*150 points*	*10%*
Final Exam 4	*150 points*	*10%*
Total Points Possible	*1450 points*	*100%*

Extra credit assignments are presented within the course

Exams: Exams will be online and will cover material details in Canvas and/or the syllabus. This will include textbook materials, The Goal reading, and Powerpoint lecture.

Final exam: There will be a comprehensive final exam. That exam will be online. The final is comprehensive.

Please read the class schedule in Canvas; take note of the schedule and let me know by the second week of class if there is an issue with the exam dates.

If something critical (e.g., getting married, e.g., not going to the bar with buds) comes up and you cannot take a scheduled exam, please let me know as soon as you are aware. If you do that, we can likely work something out. **I will not give a make-up exam that is not pre-approved.**

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. Please note Canvas may only display assignments that you have completed. You may need to review your final score via the gradebook in Canvas. See the below links for instructions.

View grades in current course: https://bit.ly/3ziuyDm

View grades from concluded course: https://bit.ly/3JA1NH7

Grading

Grading Scale		
Grade	Points	Grade points
A	1476 to 1640	4.0
B	1312 to 1475	3.0
C	1148 to 1311	2.0
D	984 to 1147	1.0
F	Below 984	0.0

Course Evaluation

Student Perceptions of Teaching (SPOT) is the student evaluation system for UNT and allows students the ability to confidentially provide constructive feedback to their instructor and department to improve the quality of student experiences in the course. You will receive notification when SPOT evaluations become available for this course. Additionally, there will be a post in the Announcements on Canvas reminding you to complete the SPOT evaluation.

Course Policies

Assignment Policy
- All LearnSmart Assignments and Quizzes are due by the dates that are detailed in Canvas. Complete your assignments within due dates and contact me immediately if you have questions or other concerns that limit your ability to meet the course expectations.

- Exams are scheduled from 12:00am to 11:59pm on the date assigned in Canvas. Once started, you have 90 minutes to complete the exam. Due to the extended time window on the exam date, no alternative dates will be allowed for exams. Please plan accordingly.

The University is committed to providing a reliable online course system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, adjustments to the time windows may be provided based on the situation. Students should immediately report any problems to the instructor and contact

the UNT Student Help Desk: helpdesk@unt.edu or 940.565.2324 and obtain a ticket number. The instructor and the UNT Student Help Desk will work with the student to resolve any issues at the earliest possible time.

Examination Policy

Exams are open-book and open notes. You may not use other websites (especially those with exam questions) to help solve the exam problems. Exams are individual assignments. Working together on an exam is cheating and will be dealt with in accordance with university policy.

Should you lose Internet connection during an exam, please email me immediately and try and reconnect to the exam. In general, the exam will allow you to reconnect. If it doesn't, please contact the Student Helpdesk and document the remedy ticket number and then contact me. I can reset the exam for you to retake it as long as you are within the available time window for the exam.

There are no make-up exams so please plan accordingly.

Instructor Responsibilities and Feedback

In addition to maintaining the Canvas course site, I will also
- Post announcements as needed to clarify and update information on the course
- Answer any questions/concerns you may have about the course, assignments, due dates, etc.
- Respond to all course inquiries usually within 24 hours, but always within 48 hours.

Attendance Policy

OPSM 3830-601 is an in class; however, due to COVID-19 there is no class attendance required as part of the course.   However, you are expected to complete all assignments by the stated due dates in Canvas.

Class Participation

Participation is measured by assignments completed. Please monitor and maintain an active interest in the course so all assignments are completed by the stated due date. No late assignments are accepted.

Syllabus Change Policy

While every attempt has been made to cover possible contingencies, the syllabus may change during the semester. If it does, an announcement will be posted noted the changes and an updated syllabus will be posted in Canvas.

UNT Policies

Academic Integrity Policy

Academic Integrity Standards and Consequences. According to UNT Policy 06.003, 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. [Insert specific sanction or academic penalty for specific academic integrity violation.]

ADA Policy

The University of North Texas makes reasonable academic accommodation for students with disabilities. Students seeking reasonable accommodation must first register with the Office of Disability Access

(ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with a reasonable accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course. You may request reasonable accommodations at any time, however, ODA notices of reasonable 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 reasonable accommodation for every semester and must meet with each faculty member prior to implementation in each class. Students are strongly encouraged to deliver letters of reasonable accommodation during faculty office hours or by appointment. Faculty members have the authority to ask students to discuss such letters during their designated office hours to protect the privacy of the student. For additional information, refer to the Office of Disability Access website at http://www.unt.edu/oda. You may also contact ODA by phone at (940) 565-4323.

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.

Retention of Student Records

Student records pertaining to this course are maintained in a secure location by the instructor of record. All records such as exams, answer sheets (with keys), and written papers submitted during the duration of the course are kept for at least one calendar year after course completion. Course work completed via the Canvas online system, including grading information and comments, is also stored in a safe electronic environment for one year. Students have the right to view their individual record; however, information about student's records will not be divulged to other individuals without proper written consent. Students are encouraged to review the Public Information Policy and the Family Educational Rights and Privacy Act (FERPA) laws and the University's policy. See UNT Policy 10.10, Records Management and Retention for additional information.

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. Visit UNT's Code of Student Conduct (https://deanofstudents.unt.edu/conduct) to learn more.

Access to Information - Eagle Connect

Students' access point for business and academic services at UNT is located at: my.unt.edu. All official communication from the University will be delivered to a student's Eagle Connect account. For more information, please visit the website that explains Eagle Connect and how to forward e-mail Eagle Connect (https://it.unt.edu/eagleconnect).

Student Evaluation Administration Dates

Student feedback is important and an essential part of participation in this course. The student evaluation of instruction is a requirement for all organized classes at UNT. The survey will be made available during weeks 13, 14 and 15 [insert administration dates] of the long semesters to provide students with an opportunity to evaluate how this course is taught. Students will receive an email from "UNT SPOT Course Evaluations via IASystem Notification" (no-reply@iasystem.org) with the survey link. Students should look for the email in their UNT email inbox. Simply click on the link and complete the survey. Once students complete the survey they will receive a confirmation email that the survey has been submitted. For additional information, please visit the SPOT website (http://spot.unt.edu/) or email spot@unt.edu.

Sexual Assault Prevention

UNT is committed to providing a safe learning environment free of all forms of sexual misconduct, including sexual harassment sexual assault, domestic violence, dating violence, and stalking. Federal laws (Title IX and the Violence Against Women Act) and UNT policies prohibit discrimination on the basis of sex, and therefore prohibit sexual misconduct. If you or someone you know is experiencing sexual harassment, relationship violence, stalking, and/or sexual assault, there are campus resources available to provide support and assistance. UNT's Survivor Advocates can assist a student who has been impacted by violence by filing protective orders, completing crime victim's compensation applications, contacting professors for absences related to an assault, working with housing to facilitate a room change where appropriate, and connecting students to other resources available both on and off campus. The Survivor Advocates can be reached at SurvivorAdvocate@unt.edu or by calling the Dean of Students Office at 940-565- 2648. Additionally, alleged sexual misconduct can be non-confidentially reported to the Title IX Coordinator at oeo@unt.edu or at (940) 565 2759.

Important Notice for F-1 Students taking Distance Education Courses

Federal Regulation

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the Electronic Code of Federal Regulations website (http://www.ecfr.gov/). The specific portion concerning distance education courses is located at Title 8 CFR 214.2 Paragraph (f)(6)(i)(G).

The paragraph reads:

(G) For F-1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken online or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class. An online or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F-1 student's course of study is in a language study program, no online or distance education classes may be considered to count toward a student's full course of study requirement.

University of North Texas Compliance

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.

If such an on-campus activity is required, it is the student's responsibility to do the following:

(1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.

(2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Student and Scholar Services Office. ISSS has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, s/he should contact the UNT International Student and Scholar Services Office (telephone 940-565-2195 or email internationaladvising@unt.edu) to get clarification before the one-week deadline.

Student Verification

UNT takes measures to protect the integrity of educational credentials awarded to students enrolled in distance education courses by verifying student identity, protecting student privacy, and notifying students of any special meeting times/locations or additional charges associated with student identity verification in distance education courses.

See UNT Policy 07-002 Student Identity Verification, Privacy, and Notification and Distance Education Courses (https://policy.unt.edu/policy/07-002).

Use of Student Work

A student owns the copyright for all work (e.g. software, photographs, reports, presentations, and email postings) he or she creates within a class and the University is not entitled to use any student work without the student's permission unless all of the following criteria are met:

- The work is used only once.
- The work is not used in its entirety.
- Use of the work does not affect any potential profits from the work.
- The student is not identified.
- The work is identified as student work.

If the use of the work does not meet all of the above criteria, then the University office or department using the work must obtain the student's written permission.

Download the UNT System Permission, Waiver and Release Form

Transmission and Recording of Student Images in Electronically-Delivered Courses

1. No permission is needed from a student for his or her image or voice to be transmitted live via videoconference or streaming media, but all students should be informed when courses are to be conducted using either method of delivery.

2. In the event an instructor records student presentations, he or she must obtain permission from the student using a signed release in order to use the recording for future classes in accordance with the Use of Student-Created Work guidelines above.

3. Instructors who video-record their class lectures with the intention of re-using some or all of recordings for future class offerings must notify students on the course syllabus if students' images may appear on video. Instructors are also advised to provide accommodation for students who do not wish to appear in class recordings.

   Example: This course employs lecture capture technology to record class sessions. Students may occasionally appear on video. The lecture recordings will be available to you for study purposes and may also be reused in future course offerings.

No notification is needed if only audio and slide capture is used or if the video only records the instructor's image. However, the instructor is encouraged to let students know the recordings will be available to them for study purposes.