

**OPERATIONS AND SUPPLY CHAIN MANAGEMENT PROGRAM  
OPSM 3830-001 OPERATIONS MANAGEMENT – 2018 SPRING  
COURSE SYLLABUS**

- TERM:** SPRING Semester, 2018  
Tuesdays and Thursdays, 12:30PM - 1:50pm BLB 070
- COURSE TITLE:** OPSM 3830-001 Operations Management - 2018 SPRING
- INSTRUCTOR:** Jeffrey A. Ogden, Ph.D.  
Email: [Jeffrey.Ogden@unt.edu](mailto:Jeffrey.Ogden@unt.edu)  
Office: BLB 394G  
Phone: 940-369-7133
- OFFICE HOURS:** Thursdays from 2:00 – 3:00 and by appointment.
- COURSE MATERIALS:**
1. A Wall Street Journal subscription is suggested for this class. Go to [WSJ.com/studentoffer](http://WSJ.com/studentoffer). I recommend you establish a subscription for every semester, but at a minimum select the 15 weeks for \$15 offer. After filling out your contact information select the following under the School Information section:
    - a. Zip Code = 76201
    - b. School = University of North Texas
    - c. Referring Professor = Ogden, Jeffrey
  2. *Text*. Operations Management, 13th edition, William J. Stevenson, McGraw-Hill Irwin
  3. *Learn*. Course materials, assignments, and outside readings will be available within Blackboard/Learn portal. Students can access the online Blackboard using the Internet at the website [learn.unt.edu](http://learn.unt.edu). The site is password protected. You can learn more about Blackboard by reviewing the online student manuals.

**COURSE  
MATERIALS  
CONTINUED:**

4. *Outside readings:* Outside readings will be required for some class sessions.
5. *Internet Software:* You will need Internet access. Course materials and assignments will be distributed via the Internet using Blackboard or group emails. You will be responsible for accessing Blackboard 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](http://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.
6. *Class Powerpoint Presentations:* Copies of the PowerPoint slides used during the in-class lectures will be made available on Blackboard after they are presented in class. You may find these useful when studying for exams and quizzes.

**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:**

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.

**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. Changes will be announced in class and via Blackboard.

| Dates  | Day | Week | Chapter/Topic  | Case   | Quiz |
|--------|-----|------|--|--|------|
| 16-Jan | Tue | 1.1  | Chapter 1 – Introduction to Operations Management  | Case: Hazel  |      |
| 18-Jan | Thu | 1.2  | Chapter 15 – Supply Chain Management   | Case: Master Tag                                   |      |
| 23-Jan | Tue | 2.1  | Supply Chain Management Exercise   |  | 1    |
| 25-Jan | Thu | 2.2  | Chapter 3 – Forecasting  | Case: M&L Mfg                                      |      |
| 30-Jan | Tue | 3.1  | Chapter 3 – Forecasting  |  |      |
| 1-Feb  | Thu | 3.2  | Chapter 4 – Product and Service Design   | Reading p.145                                      |      |
| 6-Feb  | Tue | 4.1  | Chapter 4 – Product and Service Design   |  | 2    |
| 8-Feb  | Thu | 4.2  | Supplements 4 and 14 – Reliability and Maintenance   |  |      |
| 13-Feb | Tue | 5.1  | Chapter 5 – Strategic Capacity Planning<br>Chapter 11 – Aggregate Planning and Master Scheduling | Case: Outsourcing of Hospital Servcs<br>Case: EGAD | 3    |
| 15-Feb | Thu | 5.2  | 5S – Decision Theory   |  |      |
| 20-Feb | Tue | 6.1  | Exam 1 Prep  |  | 4    |
| 22-Feb | Thu | 6.2  | Exam #1  |  |      |
| 27-Feb | Tue | 7.1  | Chapter 6 – Process Selection and Facility Layout  |  |      |
| 1-Mar  | Thu | 7.2  | Chapter 6 – Process Selection and Facility Layout  |  |      |
| 6-Mar  | Tue | 8.1  | Chapter 7 – Work Design and Measurement  |  | 5    |
| 8-Mar  | Thu | 8.2  | Supplement 7 – Learning Curves   | Case: Product Rcal                                 |      |
| 13-Mar | Tue | 9.1  | Spring Break (No Class)  |  |      |
| 15-Mar | Thu | 9.2  | Spring Break (No Class)  |  |      |
| 20-Mar | Tue | 10.1 | Chapter 8 – Location Planning and Analysis   | Case: Hello, Walmart?                              | 6    |
| 22-Mar | Thu | 10.2 | Chapter 9 – Management of Quality  | Case: CNG Dinner                                   |      |
| 27-Mar | Tue | 11.1 | Chapter 10 – Quality Control   | Case: Tiger Tools                                  | 7    |
| 29-Mar | Thu | 11.2 | Chapter 12 – MRP and ERP   | Case: DMD Entrps                                   |      |
| 3-Apr  | Tue | 12.1 | Exam 2 Prep  |  |      |
| 5-Apr  | Thu | 12.2 | Exam #2  |  |      |
| 10-Apr | Tue | 13.1 | Chapter 13 – Inventory   | Case: UPD Mnfc                                     |      |
| 12-Apr | Thu | 13.2 | Chapter 13 – Inventory   | Case: Farmers Rst                                  |      |
| 17-Apr | Tue | 14.1 | Chapter 14 – JIT and Lean Operations   | Case: Level Operat                                 | 8    |
| 19-Apr | Thu | 14.2 | Chapter 16 – Scheduling  | Case: Hi-Ho, Yo-Yo                                 |      |
| 24-Apr | Tue | 15.1 | Chapter 17 – Project Management  | Case: Mexican Qu                                   | 9    |
| 26-Apr | Thu | 15.2 | Chapter 18 – Management of Waiting Lines   | Case: Big Bang                                     |      |
| 1-May  | Tue | 16.1 | Chapter 2 – Competitiveness, Strategy, Productivity  | Case: Home-Style Cookies                           | 10   |
| 3-May  | Thu | 16.2 | Final Exam Prep  |  |      |
| 8-May  | Tue | 17.1 | No Class   |  |      |
| 10-May | Thu | 17.2 | Final Exam (10:30 – 12:30)   |  |      |

## TYPICAL CLASS OUTLINE

1. Brief review of prior class content
2. Discussion of new content (text + supplementary materials)
3. WSJ article discussion or live poll / practice question
4. Guest lecture / executive panel discussion when appropriate
5. Quiz / Exam Review when appropriate

## MS-EXCEL CERTIFICATION (10% OF GRADE)

Our industry partners have emphasized the need for our students to have spreadsheet skills and we have listened. COB has a new initiative to certify all COB students in MS-Excel at no cost to the student. In this semester of this initiative all DSCI 3870, ECON 4140, LSCM 3960, and OPSM 3830 courses are incorporating certification as part of the course grade. Fine-tune your Excel skills using Gmetrix software and after you have completed the training you will be able reserve a time slot to complete your certification testing at the Sage Testing Center during the week of 2-April. Details will be provided during your lecture session.

## GRADING:

The grading elements for the course are summarized below:

| Graded Element               | Percentage |
|------------------------------|------------|
| Test 1                       | 20%        |
| Test 2                       | 20%        |
| Test 3                       | 25%        |
| Quizzes (10 @ 2 points each) | 20%        |
| Excel Certification          | 10%        |
| Professional Development     | 05%        |
| Total                        | 100%       |
|                              |            |

| Grade | Numeric Range | Grade points |
|-------|---------------|--------------|
| A     | 90 to 100     | 4.0          |
| B     | 80 to 90      | 3.0          |
| C     | 70 to 80      | 2.0          |
| D     | 60 to 70      | 1.0          |
| F     | Below 60      | 0.0          |

**Note:** There will be extra credit opportunities in this class (see below). 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.

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 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 BLACKBOARD ISSUES

Contact me to have your quiz 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 Blackboard.

### 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 not mandatory, but is strongly encouraged. Attending class and being an active participant in the discussion will help you do much better on quizzes and exams than you would without attending class.

### CLASS PARTICIPATION: (Extra Credit)

Students can earn extra credit for in-class participation by volunteering to briefly discuss how an article in the *Wall Street Journal* relates to the topics covered in class. A sign-up sheet

will be made available for students wishing to participate in this opportunity. For a well-summarized, concise and relevant discussion of the current article (published within 3 days of the class period in which it is presented) will earn 1 extra credit point. Each student may sign up to do such a presentation two times during the semester. Students can obtain a reduced rate subscription through the University.

**GROUP VS  
INDIVIDUAL  
PARTICIPATION:**

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

**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 Blackboard. 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](http://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 Blackboard 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](http://deanofstudents.unt.edu/conduct).

### **CLASS COMMUNICATIONS**

I will post class announcements on Blackboard as needed. When those notices are posted, Blackboard 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 me, please send an email to [Jeffrey.Ogden@unt.edu](mailto:Jeffrey.Ogden@unt.edu). I will respond in a timely manner. Blackboard messages are not auto-forwarded and may result in a significantly delayed response. So, please use my UNT email.



## **ATTACHMENT 1 – PROFESSIONAL DEVELOPMENT IN OPERATIONS, LOGISTICS & SUPPLY CHAIN MANAGEMENT**

### Professionalism (2.5 points per event, 2 Events Required):

The UNT Department of Marketing, Logistics, and Operations Management is very proud of its close relationship with industry and our emphasis on professionalism. This semester there are a number of Friday afternoon sessions allowing students to meet and actively interchange with operations and logistics executives and at least two OnBoarding sessions. You may earn up 2.5 points per speaker attended up to 5 points.

To receive each 2.5-point credit you must

- A) RSVP in advance at the Logistics Center with this course number
- B) Swipe your ID when you attend

Attendance at the same event to fulfill a requirement for another course or program will not be counted. You will not receive credit if you have not RSVP'd. If you RSVP and fail to attend 1 point will be deducted from your grade. You can make up these points by attending another presentation. No more than 5 points may be earned for this element of the course. If you cannot attend these events due to work or class schedule conflicts, you may find an alternative such as an evening professional meeting. My goal is that you are able to interact with a corporate executive. Attendance at a career fair or attendance of a student interest group (such as AMA, LOGSA, or SAA) will not count as a substitute unless a C-level executive is speaking and the presentation has been approved in advance. Any alternative must be approved by Dr. Ogden at least 24 hours prior to attending the event and you will be asked to provide the C-level executive's business card as proof that you interacted with the executive.

## Executive Lecture Series:

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

Friday, February 23, 12:00-1:00pm, BLB 080 – Serge Poborka, Director of Materials, Peterbilt Motors Company

Friday, March 2, 12:00-1:00pm, BLB 080 – David Reynolds, Associate Vice President, Facilities, University of North Texas

Friday, March 23, 12:00-1:00pm, BLB 080 – James Corrigan, President, Trinity Logistics Group

Friday, April 6, 12:00-1:00pm, BLB 080 – Wally Devereaux, Senior Director Cargo, Southwest Airlines

Friday, April 13, 12:00-1:00pm, BLB 080 – Robert Wirick, Director, Regulatory Affairs, American Airlines

We may have one additional speaker on Feb 2 or Feb 16. I will keep you updated.

## Onboarding Program:

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

Friday, January 26, 12:00-1:00pm, BLB 080 – “Professional Certifications” presented by Vince Mozik, CPIM, CSCP, PMP, MBA and APICS Instructor

Friday, February 9, 12:00-1:00pm, BLB 080 – “Company Culture” presented by Baxter Planning

Friday, April 20 and Friday, April 27, 12:00-2:00pm, BLB 080 – “Cultivate Your Leader” presented by Zain Ali

\*This is a 2-part leadership workshop. Students will receive 2 professional development credits, but they must attend both sessions. All student attendees will receive a free copy of Mr. Ali’s book *Cultivate Your Leader*. Our board of directors continually requests leadership training for our students, so this is a great opportunity. The sessions will be capped at 60 students.

Students who attend four Onboarding Program sessions (do not have to be all in the same semester) will receive the Logistics Center Student Onboarding Program certification, which is a great addition to their resumes and talking point for interviews (helps show their motivation in improving their skills and gets the word out to industry about our programs).