

**OPERATIONS AND SUPPLY CHAIN MANAGEMENT PROGRAM
MGMT 3830-001 OPERATIONS MANAGEMENT – 2017 SPRING
COURSE SYLLABUS**

- TERM:** Spring Semester, 2017
Tuesday and Thursdays, 12:30PM - 1:50pm BLB 070
- COURSE TITLE:** MGMT 3830-001 Operations Management - 2017 Spring
- INSTRUCTOR:** Jonathon T. Fite
Email: Jonathon.Fite@unt.edu
Office: BLB 338B
Phone: 940-565-3673
Cell Phone: 817-690-5876
- OFFICE HOURS:** TR 2:00-3:00 and additional times by appointment. I tend to respond to email inquiries fairly quickly.
- COURSE MATERIALS:**
1. A Wall Street Journal subscription is required for this class. Go to 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 = Fite, Jonathon
 2. *Text.* Operations Management, 12th 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. The site is password protected. You can learn more about Blackboard by reviewing the on-line 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. 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 can be downloaded from Blackboard. I will generally save these files in PDF. 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 given to each student and placed in Blackboard.

Dates	Day	Week	Chapter / Topic	Additional Topics	Quiz
17-Jan	TUE	1.1	Chapter 1 - Introduction to Operations Management	Course Syllabus Review, Ops Intro Video	1
19-Jan	THU	1.2	Chapter 2 - Competitiveness, Strategy and Productivity	5-Forces, Dow 30 review, Moats	
24-Jan	TUE	2.1	Chapter 3 - Forecasting Introduction	Linear Regression Supplement	
26-Jan	THU	2.2	Chapter 3 - Forecasting Basics	SuperForecasters	
31-Jan	TUE	3.1	Chapter 3 - Forecasting Adaptive Techniques		2
2-Feb	THU	3.2	Chapter 3 - Forecasting Adaptive Techniques Follow Up		
7-Feb	TUE	4.1	Chapter 4 - Product and Service Design	Power of Design	3
9-Feb	THU	4.2	Chapter 4 - Reliability Online Lecture	Failure is an Option Ted Radio Hour	
14-Feb	TUE	5.1	Chapter 5 - Strategic Capacity Planning, Chapter 11 - Aggregate Planning & Master Scheduling		4
16-Feb	THU	5.2	Chapter 12 - MRP and ERP		
21-Feb	TUE	6.1	Quiz 4 Review and Exam 1 Prep		
23-Feb	THU	6.2	Exam #1		
28-Feb	TUE	7.1	Chapter 6 - Process Selection and Facility Layout	"A" students vs. "A" players	5
2-Mar	THU	7.2	Chapter 6 - Line Balancing		
7-Mar	TUE	8.1	Chapter 7 - Work Design and Measurement	Planet Money: Work is a ups truck & Open office	6
9-Mar	THU	8.2	Chapter 7 - Work Design and Measurement	Executive Panel: Dillards, Toyota, TCS, Target	
14-Mar	TUE		No Classes - Spring Break		
16-Mar	THU		No Classes - Spring Break		
21-Mar	TUE	9.1	Chapter 8 - Location Planning and Analysis		7
23-Mar	THU	9.2	Chapter 9 - Management of Quality, Basic SPC Tools	Outsiders: Avianca Air and Hofstede	
28-Mar	TUE	10.1	Chapter 10 - Quality Control, Process Control		8
30-Mar	THU	10.2	Guest Lecture	Texas Instruments	
4-Apr	TUE	11.1	Quiz 8 Review and Exam 2 Prep		
6-Apr	THU	11.2	Exam #2		
11-Apr	TUE	12.1	Chapter 13 - Inventory Management	Why Inventory Costs Matter, EOQ	9
13-Apr	THU	12.2	Chapter 13 - Inventory Management	Volume Discount Scenarios	
18-Apr	TUE	13.1	Chapter 13 - Inventory Management	EOQ Impacts of Variable Demand & Lead Times	10
20-Apr	THU	13.2	Chapter 14 - JIT and Lean	Activity Based Costing	
25-Apr	TUE	14.1	Toyota Production Systems		
27-Apr	THU	14.2	Guest Lecture	Toyota	
2-May	TUE	15.1	Final Exam Prep		
4-May	THU	15.2	Study Day		
9-May	TUE	16.1	Final Week		
11-May	THU	16.2	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

GRADING:

The grading elements for the course are summarized below:

Graded Element	Percentage
Test 1	25%
Test 2	25%
Test 3	20%
Quizzes (10 @ 2 points each)	20%
Class Participation	06%
Professional Development	04%
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 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 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 your TA 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 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 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 the case, define the problem, 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.

Students are also expected to incorporate an understanding of current economic events within their case and class discussions. To prepare, students are required to incorporate readings of

economic periodicals (*Wall Street Journal*, *Financial Times*, etc.) into their daily routines. Students can obtain a reduced rate subscription through the University.

**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 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.

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.

CLASS COMMUNICATIONS

I will post classwide 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 my, please send an email to Jonathon.Fite@unt.edu. I will respond in a timely manor, but blackboard messages are not auto-forwarded and may result in a delayed response. So, please use my UNT email.

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

Professionalism (2.0 points per event, 2 Events Required):

The UNT Professional Program in Logistics is very proud of its close relationship with industry and our emphasis on professionalism. This semester the Logistics Executive Lecture Series has planned 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 to 2 points per speaker attended up to 4 points.

To receive each 2 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 4 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 of 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 Mr. Fite 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:

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

Onboarding Program:

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

Friday, January 27, 1:00-2:00pm, BLB 080 - Onboarding Program - Social Media and LinkedIn, presented by Tim Feemster, logistics board member and LinkedIn expert

*Productive session to teach students how to use LinkedIn effectively.

Friday, February 3, 1:00-2:00pm, BLB 080 - Onboarding Program - Mock Interviews, presented by Target

*Excellent session for students to learn how to prepare for behavioral interviews.

Friday, February 10, 12:00-2:00pm, BLB 090 - Onboarding Program - StrengthsQuest Assessment - Part 1, presented by Christina Aguilar, CoB staff member and certified Gallup instructor

*Helps students understand their strengths, match to job descriptions, and communicate them effectively in interviews.

Friday, February 17, 12:00-2:00pm, BLB 090 - Onboarding Program - StrengthsQuest Assessment - Part 2, presented by Christina Aguilar

Friday, February 24, 1:00-2:00pm, BLB 080 - Executive Lecture Series - Adrian Barbera, Regional Vice President, Schneider

Friday, March 3, 1:00-2:00pm, BLB 080 - Executive Lecture Series - Matthew Rooney, Director, Economic Growth, George W. Bush Presidential Center

Friday, March 24, 1:00-2:00pm, BLB 080 - TBA

Friday, March 31, 1:00-2:00pm, BLB 080, TBA

Friday, April 7, 1:00-2:00pm, BLB 080 - Executive Lecture Series - Beau Lamothe, Chief Commercial Officer, Perimeter Global Logistics (PGL)

Friday, April 21, 1:00-2:00pm, BLB 080 - TBA

Friday, April 28, 1:00-2:00pm, BLB 080 - TBA

Additional speakers waiting for date confirmations:

Serge Poborka, Director of Materials, Peterbilt

Jim Wicker, CEO, JW Logistics

Angela Guillory, Vice President Customer & Market Operations, Oncor

Simon Jeacock to present Onboarding Program session - Negotiating Salary & Multiple Job Offers