

**OPERATIONS AND SUPPLY CHAIN MANAGEMENT PROGRAM
OPSM 3830-003 OPERATIONS MANAGEMENT – 2019 SPRING
COURSE SYLLABUS**

- TERM:** SPRING Semester, 2019
Tuesday and Thursday, 2:00PM - 3:20pm BLB 010
- COURSE TITLE:** OPSM 3830-003 Operations Management - 2019 SPRING
- INSTRUCTOR:** Jonathon T. Fite
Email: Jonathon.Fite@unt.edu
Office: BLB 338B or BLB150 (Logistics Lab)
Phone: 940-565-3673
Cell Phone: 817-690-5876
- OFFICE HOURS:** Any day, any time by appointment with 24-hour notice, unless I am in class. 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. (WSJ may change this link periodically, so simply search for the best student offer deal on Google) 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*. Physical Book: Operations Management, 13th edition, William J. Stevenson, McGraw-Hill Irwin.
ISBN-13: 978-1259667473 ISBN-10: 1259667472

ebook: <http://connect.mheducation.com/class/j-fite-003---spring-2019>
 3. *CANVAS*. Course materials, assignments, and outside readings will be available within the UNT CANVAS portal. Students can access the CANVAS using the Internet at the website unt.instructure.com. The site is password protected.

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 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.
6. *Class Powerpoint Presentations:* Copies of the PowerPoint slides used during the in-class lectures can be downloaded from CANVAS. 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:

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. 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 CANVAS.

Dates	Day	Week	Chapter / Topic	Additional Topics	Quiz
15-Jan	Tue	1.1	Chapter 1 - Introduction to Operations Management	Course Syllabus Review, Ops Intro Video	
17-Jan	Thu	1.2	Chapter 15 - Logistics, Supply Chain Management & Purchasing		
22-Jan	Tue	2.1	Chapter 2 - Competitiveness, Strategy and Productivity	5-Forces, Dow 30 review, Moats	
24-Jan	Thu	2.2	Chapter 3 - Forecasting Introduction	Linear Regression Supplement	1
29-Jan	Tue	3.1	Chapter 3 - Forecasting Basics	"A" students vs. "A" players	
31-Jan	Thu	3.2	Chapter 3 - Forecasting Adaptive Techniques		2
5-Feb	Tue	4.1	Chapter 4 - Product & Service Design	Failure is an Option Ted Radio Hour	
7-Feb	Thu	4.2	Chapter 4 - Reliability, Chapter 17 - Project Management	Mindfulness for a High Reliability Life	3
12-Feb	Tue	5.1	Chapter 5 - Strategic Capacity Planning		
14-Feb	Thu	5.2	Chapter 11 - Aggregate Planning		4
19-Feb	Tue	6.1	Quiz 4 Review and Exam 1 Prep		
21-Feb	Thu	6.2	Exam #1		
26-Feb	Tue	7.1	Chapter 6 - Process Selection and Facility Layout		
28-Feb	Thu	7.2	Chapter 6 - Line Balancing		5
5-Mar	Tue	8.1	Chapter 8 - Location Planning and Analysis		
7-Mar	Thu	8.2	Chapter 16 - Scheduling		6
12-Mar	Tue	9.1	Spring Break		
14-Mar	Thu	9.2			
19-Mar	Tue	10.1	Chapter 7 - Work Design and Measurement	Planet Money: Work is a ups truck & Open office	
21-Mar	Thu	10.2	Chapter 7 - Work Design and Measurement	Executive Panel: Dillards, Toyota, TCS, Target	7
26-Mar	Tue	11.1	Chapter 11 - Master Scheduling		
28-Mar	Thu	11.2	Chapter 12 - MRP and ERP		8
2-Apr	Tue	12.1	Exam 2 Prep		
4-Apr	Thu	12.2	Exam 2		
9-Apr	Tue	13.1	Chapter 9 - Management of Quality, Basic SPC Tools		
11-Apr	Thu	13.2	Chapter 10 - Quality Control, Process Control		9
16-Apr	Tue	14.1	Chapter 13 - Inventory Management	Why Inventory Costs Matter	
18-Apr	Thu	14.2	Chapter 13 - Inventory Management	Basic EOQ and Volume Discounts	10
23-Apr	Tue	15.1	Chapter 13 - Inventory Management	EOQ Impacts of Variable Demand & Lead Times	
25-Apr	Thu	15.2	Chapter 13 - Inventory Recap, Chapter 14 - JIT and Lean	Inventory Problems	
30-Apr	Tue	16.1	Chapter 14 - Activity Based Costing		Extra Credit Quiz
2-May	Thu	16.2	Final Exam Prep		
7-May	Tue	17.1	No Class		
9-May	Thu	17.2	Final Exam (1:30-3:30)		

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

Note: Some of the content areas outlined in the syllabus above will be based on a “flipped” classroom format where the lecture is recorded and posted online for students to view PRIOR to coming to class and the class period will focus on the student’s understanding of the materials presented in that discussion.

MS-EXCEL CERTIFICATION (10% OF GRADE)

Due to feedback from industry, Dean Wiley has set a requirement for every student to be certified in Microsoft Excel. To accomplish this, service classes (LSCM 3960, OPSM 3830, DSCI 3870, & ECON 4140) for the college require the Excel Certification, equaling 10% of the students' grade.

The certification is broken up into 2 parts: Training and Certification. Each of these are worth 5% of the students' grade.

Training: Training for the Excel Certification is tracked through GMetrix. After the first week of class, students will receive a code to log into GMetrix, where they will have access to the training modules for the Excel Certification.

GMetrix training is made up of 8 modules: Core Skill Review 1-3, Practice Exams 1-3, and Project Reviews 1-2. Each module has a Training Mode (untimed) and a Testing Mode (50 minute limit). **Students must pass each module in TESTING MODE with a 70% or better for it to be counted toward their grade.**

Students must complete the Core Skill Review modules by **5:00 pm Friday February 8th** in order to receive credit. Practice Exams must be completed by **5:00 pm Friday March 1** and Project Reviews must be completed by **5:00 pm Friday March 29**. (Students may complete modules before the deadline, but only those completed by the deadline will count toward your grade.)

Certification: The other 5% of the student's grade comes from the actual certification. This is a Pass/No Pass situation- either you Pass with a 700 or better and receive your 5%, or you fail the certification and receive 0%.

When students complete all 8 training modules, you will receive a link to schedule your Excel certification exam. Each student has 2 opportunities to take the exam (you must go to an outside testing center if you require more than 2 attempts and pay for the exam yourself).

Tests will be taken in Sage Hall Testing Center. Students must arrive at the beginning of their scheduled time, or they will be turned away and forced to reschedule. Full details of the process will be posted in a separate Canvas course section

GRADING:

The grading elements for the course are summarized below:

Graded Element	Percentage
Test 1	20%
Test 2	20%
Test 3	20%
Quizzes (10 @ 2 points each)	20%
Excel Certification Prep	5%
Excel Certification Exam (Pass/Fail)	5%
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.

**QUIZ / EXAM
CANVAS ISSUES**

Text your professor 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 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 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 Jonathon.Fite@unt.edu or text me. I will respond in a timely manner, but CANVAS 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 (12:00-1:00 pm in BLB 080) sessions allowing students to meet and actively interchange with operations and logistics executives and at least two OnBoarding sessions. You may earn up 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 (enter and exit),

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 may 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 (6 events)

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

Onboarding Program (4 events)

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