

# OPSM 3830-501 OPERATIONS MANAGEMENT

## Summer 2025

### Instructor Contact

<b>Name:</b>	<b>Omar Alyasein</b>
<b>Office Location:</b>	<b>BLB 185</b>
<b>Phone Number:</b>	<b>940-252-5649</b>
<b>Office Hours:</b>	<b>By Appointment</b>
<b>Email:</b>	<a href="mailto:omar.alvasein2@unt.edu">omar.alvasein2@unt.edu</a>

**Communication Expectations:** It's preferable to contact me outside class hours through Canvas messaging for any course-related questions. However, you can still email me at [omar.alvasein2@unt.edu](mailto:omar.alvasein2@unt.edu) for any personal concerns or questions. When sending an email to my UNT address, please be sure to include the course number and section number (OPSM 3830-501) in the subject line. All inquiries are responded to as quickly as possible.

### 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.

The course addresses a broad array of topics included under the umbrella of Operations Management. Topics, planning for changing/new operational systems, including financial implications of operational changes; supply chain impacts, including sourcing, making, and delivery decisions; customer management; strategy and change management, including new product design/launch; project management; supply chain analytics; and the impact of technology. The goal is to examine operations as an integral part of the supply chain network, emphasizing demand-driven value networks.

### Course Structure

The course materials will be covered in approximately 5 weeks from June 24, 2025 to July 24, 2025. There are 9 modules to the course covering 20 chapters and chapter supplements, four exams, and four simulation modules.

**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 via Canvas.

# OPSM 3830-501 OPERATIONS MANAGEMENT

## Summer 2025

### 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, MH Connect, Microsoft Office, and Zoom.

### 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 the global flow of goods and services.

### Materials

**Text: (Connect Access with eBook)** Operations and Supply Chain Management, Evergreen Release 2024, William J. Stevenson and Thomas J. Kull, McGraw-Hill Irwin. You may purchase it directly through Canvas/Connect or by purchasing an Access card through the bookstore.

**MH Connect includes the e-book, so you do not need to purchase a hard copy.** All other course materials will be available through Canvas.

### Teaching Philosophy

OPSM 3830-501 is a face-to-face course. All materials, readings, quizzes, and exams are provided 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 immediately should a grade not appear.**

The course is straightforward but contains a lot of material. 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. Please reach out to me should you have any questions or concerns regarding the course.

# OPSM 3830-501 OPERATIONS MANAGEMENT

## Summer 2025

### Course Requirements

<i>Date</i>	<i>Chapter/Topic</i>	<i>SmartBook</i>	<i>Quiz</i>
June 24	Course & Semester Overview Chapter 1 – Introduction to Ops Management Chapter 2 – Competitiveness, Strategy, & Productivity	Ch 1, Ch 2	Ch 2
June 26	Chapter 3 – Forecasting Chapter 4 – Product and Service Design Chapter 4S – Reliability	Ch 3, Ch 4, Ch 4s	Ch 3, Ch 4, Ch 4s
June 29	Ch 1 – Ch 4S home assignments are due by Sunday, June 29, 2025, 11:59 pm		
July 1	Chapter 5 – Strategic Capacity Chapter 5S – Decision Theory Chapter 11 – Aggregate Planning & Master Scheduling	Ch 5, Ch 5s, Ch 11	Ch 5, Ch 5s, Ch 11
July 3	Chapter 6 – Process Selection and Facility Layout Chapter 7 – Work Design and Measurement Chapter 8 – Location Planning and Analysis	Ch 6, Ch 7, Ch 8	Ch 6, Ch 7, Ch 8
July 6	Ch 5 – Ch8, and Ch 11 home assignments are due by Sunday, July 6, 2025, 11:59 pm		
July 7-8	Midterm Exam Preps open Monday, July 7, 2025, 12:00 am and close Tuesday, July 8, 5:30 pm		
July 8	Midterm Exam (part 1 & 2) – Tuesday, July 8, 6:00 pm – 9:50 pm (In-Class)		
July 10	Chapter 9 – Management of Quality Chapter 10 – Quality Control	Ch 9, Ch 10	Ch 10
July 15	Chapter 12 – Inventory Management Chapter 13 – MRP and ERP	Ch 12, Ch 13	Ch 12, Ch 13
July 16	Ch 9 – Ch 13 home assignments are due by Wednesday, July 16, 2025, 11:59 pm		
July 17	Chapter 14 – JIT and Lean Operations Chapter 14S – Maintenance Chapter 15 – Supply Chain Integration	Ch 14, Ch 14s, Ch 15	Ch 14, Ch 14s, Ch 15
July 22	Chapter 16 – Scheduling Chapter 17 – Project Management	Ch 16, Ch 17	
July 23	Ch 14 – Ch 17 home assignments are due by Wednesday, July 23, 2025, 11:59 pm Practice Operations Modules 1– 4 are due by Wednesday, July 23, 2025, 11:59 pm		
July 23-24	Final Exam Preps open Wednesday, July 23, 2025, 12:00 am and close Thursday, July 24, 5:30 pm		
July 24	Final Exam (part 1 & 2) – Thursday, July 24, 6:00 pm – 9:50 pm (In-Class)		

### Notes:

1) No late work is accepted.

# OPSM 3830-501 OPERATIONS MANAGEMENT

## Summer 2025

### Grading

<b>Assignment</b>	<b>Percentage</b>
<b>SmartBook</b>	20%
<b>Quizzes</b>	20%
<b>Midterm Exam</b>	20%
<b>Final Exam</b>	20%
<b>Group Discussions – In Class</b>	10%
<b>Practice Operations Modules</b>	10%
<b>Total Points Possible</b>	100%

A = 90 – 100%

B = 80 – 89.9%

C = 70-79.9%

D = 60 – 69.9%

F = 50 – 59.9%

### Course Policies

- **Assignment Policy.** All SmartBook and Quizzes Assignments are due by the dates shown in the table provided under “Course Requirements”. **No late assignments will be accepted. Please access all assignments through Canvas.** Doing assignments directly in MH Connect may result in the grades not transferring into the Canvas gradebook. **If I have to manually move any grade from MH Connect to Canvas, there will be a 10% penalty.**
- **Examination Policy.** Exams are conducted in class on the dates and time windows assigned in the syllabus. Both the midterm exam and the final exam consist of two parts. Once started, you have 90 minutes to complete each part, giving you a total of 180 minutes for each exam. **No alternative dates will be allowed for exams, so please plan accordingly.**

**Exams are open-book and open-note.** You may not use websites outside of Canvas (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 according to university and RCoB policy. **There are no make-up exams, unless you demonstrate with a written medical report that you can't make it to the exam.**

- **Practice Operations Modules.** There are four Practice Operations Modules included with the course. Each module involves a simulation of the material you learn in the course. Please note, however, that the modules do not fully align with the chapters, so you may need to look up some of the information on your own in order to complete each assignment. The modules get harder as you progress, so be sure and earn as much credit as you can on the earlier ones! **To receive full credit for each module completed, you must post a reply in the appropriate discussion thread for that module. If you don't post a reply, you will lose 25% of the grade.** All modules are available from June 23, 2025, to July 23, 2025, 11:59 pm, and you have unlimited attempts at completing each.
- **Group Discussions.** This assignment is designed to help you explore key concepts in

# OPSM 3830-501 OPERATIONS MANAGEMENT

## Summer 2025

operations management through group discussion, collaboration, and critical thinking. Your group will discuss the questions included in each assignment, compile your collective responses, and submit a summary of your discussion. You need to discuss each question thoroughly. Every group member should contribute. **Any AI-generated content that is directly submitted will result in a zero grade for the entire group. You can seek the help of AI tools (such as ChatGPT, Google Bard, etc.), but then reflect on this content to generate your own answer based on your own understanding of the course material.** There is a total of 8 group discussion assignments in the course, one for each class meeting.

### Instructor Responsibilities and Feedback

In addition to lecturing you during class hours and 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 3830-501 is a face-to-face course; as such, class attendance is required as part of the course and will count toward the final grade of the course as part of in-class group discussions.

### Class Participation

Active participation and regular attendance are essential components of this course. In order to succeed, students must engage in class discussions and demonstrate a commitment to the learning process. Participation will be evaluated based on your involvement in in-class group discussions and your overall engagement with the course material. This includes asking thoughtful questions, offering insightful comments, and collaborating effectively with peers. Attendance will be tracked, and students are expected to attend all class sessions. Excessive absences may negatively impact your grade. It is important to actively engage in class to ensure a positive learning experience for yourself and your classmates.

### 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 noting the changes and an updated syllabus will be posted in Canvas.

### 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. **2% extra grades will be provided if the SPOT participation rate exceeds 80%.**

# OPSM 3830-501 OPERATIONS MANAGEMENT

## Summer 2025

### Course Technology & Skills

The University is committed to providing a reliable 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](mailto: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.

### Minimum Technology Requirements

- Internet-enabled computer.
- Reliable internet access.
- Speakers.
- Microsoft Office Suite.
- [Canvas Technical Requirements](https://clear.unt.edu/supported-technologies/canvas/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
- Using Zoom video conferencing
- Using MH Connect

### Rules of Engagement

- Treat your instructor and classmates with respect in any type of communication.
- 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 Arial, 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 others).
- Do not send confidential information via e-mail

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

# OPSM 3830-501 OPERATIONS MANAGEMENT

## Summer 2025

### Getting Help

#### Technical Assistance

Part of working in the course 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](mailto: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> )

### UNT Policies

#### Academic Integrity Policy

The G. Brint Ryan College of Business takes academic honesty seriously. Ethics and integrity are important business values, essential to building trust and adhering to both professional and legal standards. Academic dishonesty destroys trust, damages the reputation and the value of the degree and is unacceptable.

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 from admonition (a warning) to expulsion from the University.

Some of the most common examples of academic integrity violations include plagiarism or cheating, such as unauthorized assistance on examinations, homework, research papers or case analyses. Your work must be entirely your own. When working on assignments, you should not discuss your work with others unless approved by the course instructor. Group assignments should only be discussed with members assigned to your group, and all group members may be held accountable in some way for known academic integrity violations in a group assignment.

Another example of academic dishonesty relates to improper attribution. When preparing your assignments, you must cite all outside sources in the manner requested by your instructor. Copying or using material from any source prepared by or previously submitted by others, at UNT or other



## OPSM 3830-501 OPERATIONS MANAGEMENT

### Summer 2025

institutions, or downloaded from the Internet, is plagiarism. Unless directed otherwise in an assignment, large scale “cutting and pasting” from other sources, even if properly footnoted, is not appropriate. You should synthesize this material in your own words and provide a footnote.

Your instructor will specify what materials, if any, may be used on the tests and exams.

Using materials other than those permitted, talking with other individuals during the exam, individuals exchanging information about an exam when one has taken the exam and the other has not, or copying or using material from another individual’s exam is academic dishonesty and will result in a meeting to discuss academic integrity violations and potentially issue sanctions mentioned above, and may result in ineligibility for academic scholarships. The use of online assistance, such as sites commonly used for finding homework solutions, group chat, cell phones, smart watches, and similar tools during exams is not allowed for any reason unless specifically permitted. No portion of an exam may be copied or photographed without permission.

Students are expected to conduct themselves in a manner consistent with the University's status as an institution of higher education. A student is responsible for responding to a request to discuss suspected academic dishonesty when issued by an instructor or other University official. If a student fails to respond after a proper attempt at notification has been made, the University may take appropriate academic actions in the absence of the student’s participation.

#### 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](http://www.unt.edu/oda) 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



# OPSM 3830-501 OPERATIONS MANAGEMENT

## Summer 2025

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) (<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](https://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) (<https://it.unt.edu/eagleconnect>).

### 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](mailto: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](mailto:oeo@unt.edu) or at (940) 565 2759.

# OPSM 3830-501 OPERATIONS MANAGEMENT

## Summer 2025

### 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.

### Academic Support & Student Services

#### Student Support Services

##### *Mental Health*

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

##### *Chosen Names*

A chosen name is a name that a person goes by that may or may not match their legal name. If you have a chosen name that is different from your legal name and would like that to be used in class, please let the instructor know. Below is a list of resources for updating your chosen name at UNT.

- [UNT Records](#)
- [UNT ID Card](#)
- [UNT Email Address](#)
- [Legal Name](#)

*\*UNT EUIDs cannot be changed at this time. The collaborating offices are working on a process to make this option accessible to UNT community members.*

##### *Pronouns*

# OPSM 3830-501 OPERATIONS MANAGEMENT

## Summer 2025

Pronouns (she/her, they/them, he/him, etc.) are a public way for people to address you, much like your name, and can be shared with a name when making an introduction, both virtually and in-person. Just as we ask and don't assume someone's name, we should also ask and not assume someone's pronouns.

You can [add your pronouns to your Canvas account](#) so that they follow your name when posting to discussion boards, submitting assignments, etc.

Below is a list of additional resources regarding pronouns and their usage:

- [What are pronouns and why are they important?](#)
- [How do I use pronouns?](#)
- [How do I share my pronouns?](#)
- [How do I ask for another person's pronouns?](#)
- [How do I correct myself or others when the wrong pronoun is used?](#)

### *Additional Student Support Services*

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

### Academic Support Services

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