OPSM 3830-700 OPERATIONS MANAGEMENT

Instructor Contact

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Communication Expectations: This is an online course through Canvas, all course communication will be through email at steven.gaa@unt.edu. When sending an email to my UNT address, please be sure to include the course number and section number (3830-700) in the subject line. There is also a discussion board in the Introduction Module called "General Questions Discussion Area". Use this discussion board to ask general questions of me or the other students. All inquiries are responded to as quickly as possible, but always within 48 hours. In general, grades for exams and quizzes are available immediately upon completion of the assignments. Exam grades with feedback are available approximately 2 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 3830-700 is an online course. **The 16 weeks of course materials will be covered in approximately 8 weeks** from October 12, 2026 to December 11, 2026. A midterm exam is scheduled for week 4 and a final exam (not comprehensive) is scheduled for week 8. There is a quiz and a practice quiz each week that covers that week's material. The course is laid out in 8 Units. To stay on track, you should try to complete a unit each week. It is incumbent upon you to ensure you stay on track and complete all assignments by December 11.

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. (hardback, loose-leaf, or eBook) Operations Management, 14th edition, William J. Stevenson, McGraw-Hill. You do NOT need to purchase the McGraw Hill Connect version. You can buy a new or used edition.

Teaching Philosophy

OPSM 3830-700 is an online, asynchronous course. All quizzes, exams, and any additional materials are provided within the Canvas LMS. The syllabus is set up so that you all stay on track. You can also work ahead of schedule. You have eight weeks to complete all of the assignments and tests. ***To be considered as participating in the class you will need to complete at least one assignment within the first two weeks of class***. That could even just be a practice quiz.

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. 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

Computer Skills & Digital Literacy

- Using Canvas LMS
- 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.

Success in an Online Course

While the online classroom shares many similarities with the face-to-face classroom, success in online education requires certain skills and expectations. Most notably, time management. The course is designed so that you can complete the assignments per module and prepare for the exams. Falling behind will not only cause you to fail to receive the points for that module's assignments, it will also jeopardize your preparedness for the exams. Here is a link to help you succeed as in your online classes, "How to Succeed as an Online Student" (https://clear.unt.edu/teaching-resources/online-teaching/succeed-online).

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 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

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)

Course Requirements

UNIT	TOPICS	ASSESSMENT
1	Chapter 1 – Introduction to Operations Management Chapter 2 – Competitiveness, Strategy, & Productivity	Quiz #1
2	Chapter 3 – Forecasting	Quiz #2
3	Chapter 5 – Strategic Capacity Chapter 6 – Process Selection & Facility Layout	Quiz #3
4	Chapter 7 – Work Design & Measurement Chapter 8 – Location Planning & Analysis	Quiz #4 Midterm Exam
5	Chapter 9 – Management of Quality Chapter 10 – Quality Control	Quiz #5
6	Chapter 11 – Aggregate Planning & Master Scheduling Chapter 12 – Inventory Management	Quiz #6
7	Chapter 13 – MRP & ERP Chapter 14 – JIT & Lean Operations	Quiz #7
8	Chapter 15 – Supply Chain Management Chapter 17 – Project Management	Quiz #8 Final Exam

Assignment	***Points Possible***	***Percentage of Final Grade***
Quizzes (8 @ 20 points each)	*160 points*	*37%*
Exams (2 @ 100 points each)	*200 points*	*47%*
Practice Quizzes (8 @ 69 points total)	*69 points*	*16%*
Total Points Possible	*429 points*	*100%*

Grading

A = 90-100% (386-429 pts)

B = 80-89% (343-385 pts)

C = 70-79% (300-342 pts)

D = 60-69% (257-299 pts)

F = 50-59% (<257 pts)

Grades are based on total points earned during the semester.

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.

Course Policies

Assignment Policy

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.

Quiz and Exam Policy

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

Should you lose Internet connection during a Test, please email me immediately and try to reconnect to the Test. In general, the Test 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 Test for you to retake it as long as you are within the available time window for the Test.

There are no make-up Quizzes or Exams so please plan accordingly.

Instructor Responsibilities and Feedback

In addition to maintaining the Canvas 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, etc.
- Respond to all course inquiries usually within 24 hours, but always within 48 hours.

Late Work

I do not accept late work. Please plan your schedules accordingly. All assignments, quizzes, and exams must be completed by the last day of class.

Attendance Policy

OPSM 3830 is an asynchronous online course. There is no class attendance required as part of the course. There are no due dates for the weekly assignments, exams, or quizzes. The syllabus is set out so that you all stay on track. The only true due date is the last day of class, Friday, May 8 at 11:59pm. All work including quizzes and exams are due at that time.

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 last day of class.

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.

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. 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 on-line 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 on-line 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 on-line 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.