OPSM 3830- OPERATIONS MANAGEMENT

Fall 2025

Department of Logistics and Supply Chain Management

Sec 010, BLB 040, Sunday, 2-4:50 PM

Updated August 6, 2025*

Instructor	**Saba Rezaeinejad**
Office hours	Monday 12:00- 2:00 PM via Teams or online Zoom meetings by appointment
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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 OBJECTIVES

By the end of this course, you 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.

COURSE MATERIALS

Text. (Connect Access with eBook) Operations Management, 14th Edition, William J. Stevenson, McGraw-Hill Irwin. You may purchase it directly through Canvas/Connect or by purchasing an Access card through the bookstore.

MH Connect includes the eBook, so you do not need to purchase a hardcopy.

All other course materials will be available through Canvas.

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 for keeping track of your grades in the Canvas gradebook and notifying me immediately should a grade not appear.

GRADING

Assignment	Possible point	% of total
Smart book-MCQ questions	200	20
Quizzes	200	20
Exam 1	100	10
Exam 2	100	10
Exam 3	100	10
Exam 4	100	10
Practice Operations Modules	100+ 20 (Extra credit)	10
Sona	50	5
In-class activity	50	5
Total	**1000**	**100%**

Grades are based on the performance of all students officially enrolled in the course. The professor reserves the right to adjust the grading scale in favor of the class.

A = 89% to 100%

B = 79% to 88%

C = 69% to 78%

D = 59% to 68%

F = Below 59%

PROPOSED CLASS SCHEDULE

(We will try to stay as close as possible to this proposed schedule; however, if any changes take place, I will notify all students)

week#	Date	Topic	Smart book assignment	Quiz
1	Aug-24	Introduction to the course Ch 1: Introduction to Ops & SC Management Ch 2: Competitiveness, Strategy, & Productivity	Ch 1, 2	Ch 2
2	Aug-31	Ch 3: Forecasting	Ch 3	Ch 3
3	Sep-7	Ch 4: Product and Service Design Ch 4S: Supplement – Reliability	Ch 4, 4S	Ch 4, 4S
4	Sep-14	**Exam 1**	**Ch 2, 3, 4, 4S**	
5	Sep-21	Ch 5: Strategic Capacity Planning Ch 5S: Decision Theory Ch 11: Aggregate Planning & Master Scheduling	Ch 5, 5S, 11	Ch 5, 5S, 11
6	Sep-28	Ch 6: Process Selection and Facility Layout Ch 7: Work Design and Measurement	Ch 6, 7	Ch 6, 7
7	Oct-5	Ch 8: Location Planning and Analysis	Ch 8	Ch 8
8	Oct-12	**Exam 2**	**Ch 5, 5S, 11, 6, 7, 8**	
9	Oct-19	Ch 9: Management of Quality Ch 10: Quality Control	Ch 9, 10	Ch 10
10	Oct-26	Ch 12: Inventory Management	Ch 12	Ch 12
11	Nov-2	Chapter 13: MRP and ERP	Ch 13	Ch 13
12	Nov-9	**Exam 3**	**Ch 9, 10, 12, 13**	
13	Nov-16	Ch 14: JIT and Lean Operations Ch 14S: Maintenance	Ch 14, 14S	Ch 14, 14S
14	Nov-23	Ch 15: Supply Chain Integration Ch 16: Scheduling Ch 17: Project Management	Ch 15, 16, 17	Ch 15, 16
15	Nov-30	**No class- Fall Break**		
16	Dec-7	**Exam 4**	**Ch 14, 14S, 15, 16, 17** Deadline for operations modules	

SmartBook Assignment & Quiz: All SmartBook Assignments and Quizzes are due by 2:00 pm the day of the class. For example, Chapters 1 and 2 are assigned on August 24 and are due by Sunday, August 31 at 2:00 pm. 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.

Practice Operations Modules: There are four Practice Operations Modules included with the course. Each module involves a simulation of the material we are learning 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. For each module, you'll have the opportunity to earn up to 30 points, so there are a total of 120 points available. You need 100 points to receive full credit for the assignment, so missing a point here or there will not negatively impact your grade. The modules get harder as you progress, so be sure and earn as much credit as you can on the earlier ones! The modules are available from **August 31, 2025, to 11:59 pm, December 7, 2025**, and you have unlimited attempts at completing each. You can access the modules by clicking on the Assignments tab and going to the Practice Operations group.

Exams: Exams are conducted in class on the date assigned in the syllabus. The time window for each exam is from **8:00 AM to 8:00 PM**. Once started, you have **90 minutes** to complete the exam. No alternative dates will be allowed for exams, so please plan accordingly. Exams are open-book and open notes. 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. Should you lose Internet connection during an exam, please let me know immediately and try and reconnect to the exam. In general, the exam will allow you to reconnect. If it doesn't, please contact the Student Helpdesk at helpdesk@unt.edu or 940.565.2324 and obtain a ticket number and then let me know. I can reset the exam for you to retake it as long as you are within the available time window for the exam.

IN-CLASS ACTIVITY: In some sessions, we will have individual or group activities in class, such as quizzes, real case scenarios, or group presentations. The dates of these in-class activities will be random. Therefore, if you miss a class, it will not be possible to make up the grade for that activity.

SONA PARTICIPATION: As part of your learning experience in this course, you will be required to participate in research studies to gain experience with the research process and learn about methods and scaling techniques. Your participation in these research studies will make up **5%** of your final class grade.

To fulfill the requirement, you **must** create an account on the **College of Business REP** webpage—**unt-cob.sona-systems.com**—which allows you to browse and sign up for available studies. **DO NOT** sign up for the SONA in the Psychology Department! Use the **CoB SONA** link provided above.

The amount of credit assigned is based on the length of time the study takes to complete and whether you participate online or in-person in the COB behavioral Lab (BLB 279):

Online Studies	In-Person Lab Studies (Behavioral Lab - BLB 279)
➢ <15 minute studies = 1 credit	➢ <15 minute studies = 3 credit
➢ 15-30 minute studies = 2 credits	➢ 15-30 minute studies = 4 credits
➢ >30 minute studies = 3 credits	➢ >30 minute studies = 5 credits

To fulfill the 5% course requirement, you must earn a total of **5 REP** credits throughout the semester (i.e., 1 credit = 1 percent of your final grade). All credits earned will be added to your final course grade at the end of the semester. Additional extra credit points may be available at my discretion.

Please Note:

1) Don't wait! Create your account ASAP! Get first access to available studies.
2) Assign your credits to the proper course. This course is: **OPSM 3830-010**
3) If you have another course that also requires SONA credits, you must complete those credits separately. On the main SONA account page, you can assign your completed credits to specific courses (of your choice). You have up to December 5th to adjust these credits!
4) If you do not want to participate in the posted studies, you can complete a 2-page research article critique for 2 points of REP credit each. To do so, please email RCoBRep@unt.edu and they will assign you an article to critique. Critiques are due on or before Nov. 28th.

Deadlines for Participation

November 28th, 5:00 PM - Last day to participate in SONA for Fall semester. You will have one week from this date to adjust your final credits assigned to particular classes in SONA. On December 5th, final scores will be distributed to instructors and cannot be changed after that point.

Prohibited Use of AI In this course, I want you to engage deeply with the materials and develop your own critical thinking skills. For this reason, the use of Generative AI (GenAI) tools like [e.g., Claude, ChatGPT, and Gemini] is not permitted. While these tools can be helpful in some contexts, they do not align with our goal of fostering the development of your independent thinking. Using GenAI to complete any part of an assignment, exam, or coursework will be considered a violation of academic integrity, as it prevents the development of your own skills, and will be addressed according to the Student Academic Integrity policy. Additionally, tools like [e.g. Grammarly, spellcheck, predictive text, speech-to-text, and translation tools] are allowed to help you improve your writing.

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 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 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).

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.

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)

• 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)

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

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:

o What are pronouns and why are they important?

o How do I use pronouns?

o How do I share my pronouns?

o How do I ask for another person's pronouns?

o How do I correct myself or others when the wrong pronoun is used?

Additional Student Support Services

• 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/)