



Concepts of Production Management



OSCM 5308 May 21st – July 23th, 2022 EMBA

Instructor: Dr. José Humberto Ablanedo-Rosas

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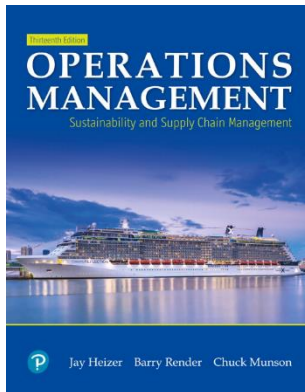
Course description

The production or operations function is concerned with the planning and decision-making activities of managers directly responsible for the conversion of resources into products and services. The operations manager plans production, schedules work and controls inventories. This course is a study of the issues underlying the management of operations, and introduces the student to a variety of tools and techniques used by operations managers exploring alternative means of implementing decisions.

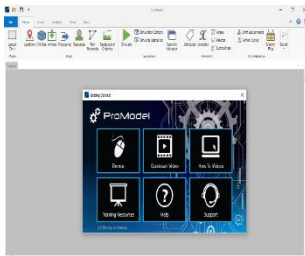
Course learning objectives:

Objective	Activities	Assessment tools
Identify the global trends and challenges facing operations management.	Lectures, in-class discussions & activities, articles posted on BB	MyOMLab, mini-case analysis
Define process reengineering and process improvement.	Lectures, in-class discussions & activities, articles posted on BB, simulation project	MyOMLab, mini-case analysis, simulation project grading rubric
Explain the basic principles of TQM and Six Sigma programs.	Lectures, in-class discussions & activities, articles posted on BB	MyOMLab, mini-case analysis
Describe how to manage constraints in an assembly line.	Lectures, in-class discussions & activities, articles posted on BB, simulation project	MyOMLab, mini-case analysis, simulation project grading rubric
Define the key design issues associated with supply chain processes.	Lectures, in-class discussions & activities, articles posted on BB, simulation project	MyOMLab, mini-case analysis, simulation project grading rubric
Identify the major causes of dynamics in a supply chain.	Lectures, in-class discussions & activities, articles posted on BB	MyOMLab, mini-case analysis
Define the key factors that determine the appropriate choice of an inventory system.	Lectures, in-class discussions & activities, articles posted on BB	MyOMLab, mini-case analysis

Required materials:



1) **MyLab Operations Management with Pearson eText -- Instant Access Card -- for Operations Management: Sustainability and Supply Chain Management, 13th Edition** by Jay Heizer, Barry Render, and Chuck Munson. 2020. Pearson, ISBN-13: 9780135225912.20



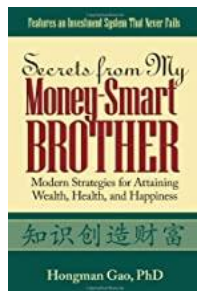
2) Promodel software: <https://promodel.com/>

You will be instructed how to download the software. It runs in windows environment only.

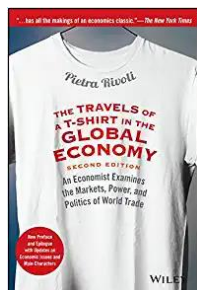


3) Access to the ERPsim Lab. You will receive an email from ERPsim Lab/HEC Montreal with instructions.

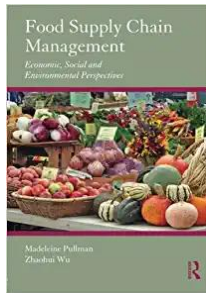
Recommended books:



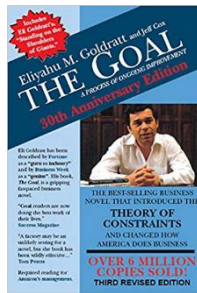
Secrets from my Money-Smart Brother, by Hongman Gao, Soar with Eagles, (ISBN: 978-0-9814756-8-4).



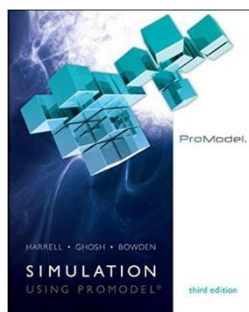
The travels of a T-shirt in the global economy, by Pietra Rivoli, Wiley, Second Edition (ISBN: 978-0-470-28716-3).



Food Supply Chain Management, by Madeleine Pullman and Zhaohui Wu, Routledge (ISBN: 978-0-415-88589-8).



The Goal: A Process of Ongoing Improvement, by Eliyahu M. Goldratt, North River Press (ISBN: 0-88427-061-0).



Simulation Using Promodel, by Harrell Charles, Ghosh Biman K., and Bowden Royce O. Jr., McGraw Hill, Third Edition (ISBN: 978-0-07-340130-0).

Grading Distribution and Course Assignments:

100-90 = A 89-80 = B 79-70 = C 69-60 = D 59 and below = F

- 20 points MyOMLab simulations (four simulations)
- 40 points MyOMLab Assignments (thirteen chapters)
- 20 points Promodel project (final simulation project)
- 20 points ERPsim (five ERP simulations)

MyOMLab simulations: To deepen our understanding of the class topics, students will perform a simulation for the following chapters: project management, managing quality, supply chain management, and inventory management. The assignment of points will be based on the percentage achievement of the simulation’s stated goals. Students will have two attempts at each simulation and the highest score will be considered.

MyOMLab assignments: Thirteen chapters from the textbook will be covered in this course. Students have to complete an assignment after the discussion of each chapter. Students will perform their assignment in MyOMLab. Students have to study the material before planning to complete the assignments. However, MyOMLab offers practice problems and several level of hints to support assignments' completion.

Promodel project: To strengthen our understanding of topics and develop decision making skills, students will develop a simulation model with Promodel. The simulation model is particular for each team and it should model a real scenario. The simulation model must be accompanied with a sensitivity analysis for understanding the tradeoffs among parameters. The report will include the recommendation for decision makers.

ERPsim: For this course, students will be required to participate in synchronous in-class simulations using an ERP system. The students will participate in teams. Each team represents a firm competing for a common market. Each firm has to perform the different business processes with the aim of optimizing performance. These simulations add up to twenty points in the final grade. These points are assigned when the team shows performance improvement from round to round. These points cannot be made up.

Attendance Policy

This is a hybrid course. It is expected that you participate in all synchronous activities as indicated in the course calendar. The ERP simulations are in-class activities only. Furthermore, you should be available to complete all asynchronous activities on time.

Technology Requirements

Course content is delivered via the Internet through the Blackboard learning management system (LMS). Ensure your UTEP e-mail account is working and that you have access to the Web. You may use any of the primary Web browsers—Explorer, Google Chrome, Firefox, Safari, etc. When having technical difficulties, try switching to another browser.

You will need to have access to a computer/laptop with windows environment, a webcam, a microphone, and the UTEP virtual private network. Check that your computer hardware and software are up-to-date and able to access all parts of the course.

If you encounter technical difficulties of any kind, contact the [Help Desk \(UTEP Library Room 300, TS.UTEP.EDU, 915-747-4357\)](mailto:TS.UTEP.EDU). Please contact the UTEP Help Desk as they are trained specifically in assisting with technological needs of students. Please do not contact me for this type of assistance. The Help Desk is much better equipped than I am to assist you!

Course Communication

- **Class Hours:** Synchronous sessions (either at the GBC or online) will be either from 8:00 AM to 12:00 PM or from 1:00 PM to 5 PM in the following dates: May 21, June 4, June 18, July 9 and July 23. The links for the synchronous sessions will be posted on Blackboard under the corresponding session folder.

• **Office Hours:** We will be able to meet online for your questions and comments about the course. The link for the virtual office hours will be posted on Blackboard (left hand side menu). Office hours will be Wednesdays from 6:00 to 7:00 PM, and by appointment any other day and time, email me to setup the meeting.

• **Email:** UTEP e-mail is the best way to contact me. I will make every attempt to respond to your e-mail within 24 hours of receipt. When e-mailing me, be sure to email me from your UTEP student account and please put the course number (OSCM 5308) in the subject line. In the body of your e-mail, clearly state your question. At the end of your e-mail, be sure to put your first and last name.

• **Discussion Board:** If you have a question that you believe other students may also have, please post it in the Course Question section inside of Blackboard (left hand side menu). Please respond to other students' questions if you have a helpful response.

• **Announcements:** Check the Blackboard announcements frequently for any updates, deadlines, or other important messages.

Netiquette

- Always consider audience. Remember that members of the class and the instructor will be reading any postings.
- Respect and courtesy must be provided to classmates and to instructor at all times. No harassment or inappropriate postings will be tolerated.
- When reacting to someone else's message, address the ideas, not the person. Post only what anyone would comfortably state in a F2F situation.
- Blackboard is not a public internet venue; all postings to it should be considered private and confidential. Whatever is posted on in these online spaces is intended for classmates and professor only. Please do not copy documents and paste them to a publicly accessible website, blog, or other space. If students wish to do so, they have the ethical obligation to first request the permission of the writer(s).

Late Work Policy

- MyOMLab assignments, MyOMLab simulations, and PROMODEL assignments will be due on Saturdays at midnight (11:59 PM). No late work will be accepted.

Drop Policy

To drop this class, please contact the [Registrar's Office](#) to initiate the drop process. If you cannot complete this course for whatever reason, please contact me. If you do not, you are at risk of receiving an "F" for the course.

Accommodations Policy

The University is committed to providing reasonable accommodations and auxiliary services to students, staff, faculty, job applicants, applicants for admissions, and other beneficiaries of University programs, services and activities with documented disabilities in order to provide them with equal opportunities to participate in programs, services, and activities in compliance with sections 503 and 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act (ADA) of 1990 and the Americans with Disabilities Act Amendments Act (ADAAA) of 2008. Reasonable accommodations will be made unless it is determined that doing so would cause undue hardship on the University. Students requesting an accommodation based on a disability must register with the [UTEP Center for Accommodations and Support Services](#).

Scholastic Integrity

Academic dishonesty is prohibited and is considered a violation of the UTEP Handbook of Operating Procedures. It includes, but is not limited to, cheating, plagiarism, and collusion. Cheating may involve copying from or providing information to another student, possessing unauthorized materials during a test, or falsifying research data on laboratory reports. Plagiarism occurs when someone intentionally or knowingly represents the words or ideas of another as one's own. Collusion involves collaborating with another person to commit any academically dishonest act. Any act of academic dishonesty attempted by a UTEP student is unacceptable and will not be tolerated. All suspected violations of academic integrity at The University of Texas at El Paso must be reported to the [Office of Student Conduct and Conflict Resolution \(OSCCR\)](#) for possible disciplinary action. To learn more [HOOP: Student Conduct and Discipline](#).

Student Resources

UTEP provides a variety of student services and support:

- [UTEP Library](#): Access a wide range of resources including online, full-text access to thousands of journals and eBooks plus reference service and librarian assistance for enrolled students.
- [Help Desk](#): Students experiencing technological challenges (email, Blackboard, software, etc.) can submit a ticket to the UTEP Helpdesk for assistance. Contact the Helpdesk via phone, email, chat, website, or in person if on campus.
- [University Writing Center \(UWC\)](#): Submit papers here for assistance with writing style and formatting, ask a tutor for help and explore other writing resources.
- [Math Tutoring Center \(MaRCS\)](#): Ask a tutor for help and explore other available math resources.
- [Military Student Success Center](#): UTEP welcomes military-affiliated students to its degree programs, and the Military Student Success Center and its dedicated staff (many of whom are veterans and students themselves) are here to help personnel in any branch of service to reach their educational goals.
- [RefWorks](#): A bibliographic citation tool; check out the RefWorks tutorial and Fact Sheet and Quick-Start Guide.

COVID-19 Precautions

You must **STAY AT HOME** and **REPORT** if you (1) have been diagnosed with COVID-19, (2) are experiencing COVID-19 symptoms, or (3) have had recent contact with a person who has received a positive coronavirus test. Reports should be made at screening.utep.edu. If you know of anyone who should report any of these three criteria, you should encourage them to report. If the individual cannot report, you can report on their behalf by sending an email to COVIDaction@utep.edu.

For each day that you attend campus—for any reason—you must complete the questions on the UTEP screening website (screening.utep.edu) prior to arriving on campus. The website will verify if you are permitted to come to campus. Under no circumstances should anyone come to class when feeling ill or exhibiting any of the known COVID-19 symptoms. If you are feeling unwell, please let me know as soon as possible, and alternative instruction will be provided. Students are advised to minimize the number of encounters with others to avoid infection.

Wear face coverings when in common areas of campus or when others are present. You must wear a face covering over your nose and mouth at all times in this class. If you choose not to wear a face covering, you may not enter the classroom. If you remove your face covering, you will be asked to put it on or leave the classroom. Students who refuse to wear a face covering and follow preventive COVID-19 guidelines will be dismissed from the class and will be subject to disciplinary action according to Section 1.2.3 Health and Safety and Section 1.2.2.5 Disruptions in the UTEP Handbook of Operating Procedures.