



Concepts of Production Management



OSCM 5308 Sep 24th – Oct 29th, 2022 Professional MBA

Instructor: Dr. José Humberto Ablanedo-Rosas

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Class Hours: Tuesdays from 5:30 p.m. to 9:30 p.m., and Saturdays from 8:00 a.m. to 12:00 p.m., GBC Suite 110C

Online Office Hours: R 6:00 – 8:00 pm, link posted on Blackboard

Course description

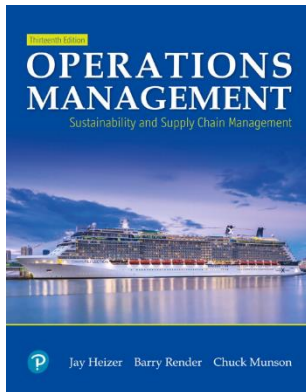
The production or operations function is concerned with the planning and decision-making activities of managers directly responsible for the conversion of resources into products and services. The operations manager plans production, schedules work and controls inventories. This course is a study of 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 objectives:

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

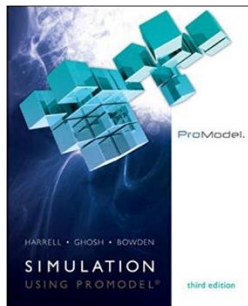
Required materials:

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

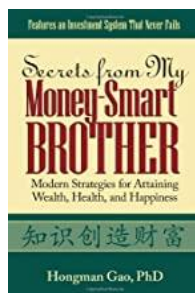


2. MyLab Operations Management with Pearson eText - Instant Access Card -- for Operations Management: Sustainability and Supply Chain Management, 13th Edition by Jay Heizer, Barry Render, and Chuck Munson. 2020. Pearson, ISBN-13: 9780135225912.

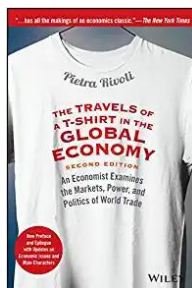
Recommended books



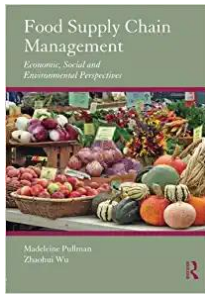
Simulation Using Promodel, by Harrell Charles, Ghosh Biman K., and Bowden Royce O. Jr., McGraw Hill, Third Edition (ISBN: 978-0-07-340130-0).



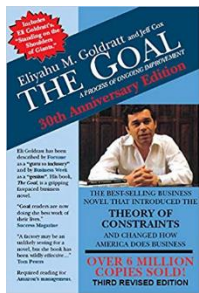
Secrets from my Money-Smart Brother, by Hongman Gao, Soar with Eagles, (ISBN: 978-0-9814756-8-4).



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).

Course Assignments and Grading Distribution:

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

- 20 points MyOMLab simulations
- 40 points MyOMLab Assignments
- 20 points Promodel project
- 20 points ERPsim (2 points each session)

MyOMLab simulations: To deepen our understanding of the class topics, students will perform a simulation for the following chapters: project management, quality, supply chain, and inventory management. Each MyOMLab simulation has a five-point value. 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 book 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. The simulation model has a twenty-point value.

ERPsim: For this course, students will be required to participate in some 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 an in-person course. It is expected that you attend the course sessions as indicated in the course calendar.

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.

The Promodel software work on Windows environment only. Your team requires access to at least one windows computer. Additional information will be posted on Blackboard.

If you encounter technical difficulties of any kind, contact the [Help Desk \(UTEP Library Room 300, TS.UTEP.EDU, 915-747-4357\)](mailto:Help_Desk@UTEP.Library.Room.300). 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:** We will meet at the GBC Tuesdays from 5:30 to 9:30 p.m., and Saturdays from 8:00 a.m. to 12:00 p.m., Suite 110C.
- **Office Hours:** We will be able to meet either in-person or online for your questions and comments about the course. In-person office hours are either before or after class at the GBC, just let me know one day in advance. Online office hours are Thursdays from 6:00 to 8:00 pm, the link will be posted on Blackboard (left hand side menu).
- **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 from your UTEP student account and please put the course number 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.
- **Announcements:** Check the Blackboard announcements frequently for any updates, deadlines, or other important messages.

Late Work Policy

- MyOMLab assignments and MyOMLab simulations will be due on Tuesdays and Saturdays at midnight (11:59 PM). No late work will be accepted.
- The ERP simulations are in class activities. They are real time activities and cannot be made up.
- The Promodel simulation project will be due on Saturday October 29th at midnight. No late submission will be accepted. The project presentations will be in class on Saturday October 29th from 8:00 a.m. to 12:00 p.m.

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.
- 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.

COVID-19 Precautions

If you have tested positive for COVID-19, you are encouraged to report your results to covidaction@utep.edu, so that the Dean of Students Office can provide you with support and help with communication with your professors. It is important to follow all instructions that you receive as part of the diagnosis, including isolation and staying at home until a negative test is produced.

If you experience COVID-19 symptoms, please follow the isolation protocol by staying at home and getting tested as soon as possible. If the test is negative but you are still seeking accommodations, please contact the Dean of Students Office for guidance in a timely manner. Your instructor will work with the Dean of Students Office to determine the extent of any such accommodations.

We strongly encourage you to think and act proactively in all matters related to COVID-19 and your academic endeavors. The Center for Disease Control and Prevention recommends that people in areas of substantial or high COVID-19 transmission wear face masks when indoors in groups of people. The best way that Miners can take care of miners is to get the vaccine. If you still need the vaccine, it is widely available in the El Paso area, and will be available at no charge on campus during the first week of classes. For more information about the current rates, testing, and vaccinations, please visit epstrong.org.