



Production/Operations Management
OSCM 3321 CRN 22044 Spring 2023



Instructor: Mr. Michael S, Garcia MSPM

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Class Hours: 100% Online, Asynchronous

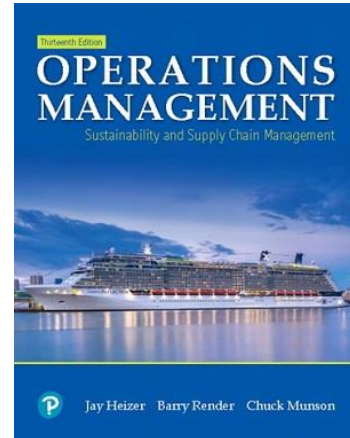
Virtual Office Hours: MW 9:00am - 12:30 p.m., or by appointment

Required Textbook:

MyLab Operations Management with Pearson eText -- Instant Access -- for Operations Management: Sustainability and Supply Chain Management, 13th Edition, Heizer, Render & Munson, ©2020, Pearson

Electronic Package with Pearson MyLab access required!

ISBN [9780135225912](https://www.pearson.com/us/higher-education/product/Operations-Management-13th-Edition-9780135225912)



Reference 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).

How to Implement Lean Manufacturing, by Lonnie Wilson, McGraw Hill, Second Edition (ISBN: 978-0-07-183573-2).

Welcome to the undergraduate Production/Operations Management Course. Official information for OSCM 3321, including grades, will be posted on Blackboard and Pearson MyLab. You are responsible for reading and responding to “Announcements”, “Assignments”, “Assessments”, and any other online information concerning this course - check your Blackboard and MyLab accounts daily!

Course description (from Goldmine)

Production management and its relationship to marketing, finance, and accounting functions are described. Forecasting demand, aggregate planning, inventory planning and control, and scheduling provide the basis for linking strategic plans to the production plan. Other topics discussed include: quality control, product and process design, facility location and layout, productivity improvement and project management.



Objectives:

At the completion of this course students will be able to:

1. Identify the 3 major functional areas of organizations, describe how they interrelate.
2. Define competitiveness, strategy, productivity, explain importance of these concepts.
3. Explain the strategic importance of product and service design.
4. Define reliability and perform simple reliability computations.
5. Discuss ways of measuring capacity and describe determinants of effective capacity.
6. Describe and use techniques that apply to decision making under uncertainty.
7. Explain the strategic importance of process selection.
8. Describe and use various quality tools.
9. Use and interpret quality control charts.
10. Explain the purpose of acceptance sampling.
11. Describe the master scheduling process and explain its importance.
12. Describe the inputs, outputs, and nature of MRP processing.
13. Explain the objectives of inventory management.
14. List each of the goals of a lean system and explain its importance.
15. Explain the importance of maintenance in production systems.
16. Discuss the key issues of supply chain management.
17. Explain what scheduling involves and the importance of good scheduling.

Prerequisite: QMB 2301 with a grade of “C” or better.

Lectures and Class Organization

Important material from the textbook, reference books, case studies, multimedia sources, and homework problem examples will be covered in class lectures. This class is 100% online, so class lectures will be delivered through short 10-15 minute lecture videos posted on Blackboard in the Lecture Videos content area. The detailed class outline, on the last 2 pages of this syllabus, shows you exactly what book chapters will be covered on each day of the entire session. Although this is a 100% online class with no actual class days or times associated with it, I will run the class as though it is a Tuesday/Thursday class for the purposes of class organization and scheduling. I strongly recommend that you view and understand the lecture videos associated with each day in the outline, on that particular day, to stay on top of all the material that you will need to master for each exam. You should plan to read a lot and take careful lecture notes. Discussion and engagement with your classmates is strongly encouraged about the topics being covered, through regular discussion board assignments.

Regular Exams

There will be three regular, non-comprehensive exams, and a semi-comprehensive 4th exam, that cover class materials and chapters in the textbook and reference books, taught up to the date of the last class before the exam. Exams will generally be available for a few hours, beginning on the date specified in the class outline. You may take an exam anytime during that period. You must use Respondus Lockdown Browser to take the exam, and have a working webcam and microphone on the computer you are using. Respondus Monitor will be enabled and will be recording everything you do and say during your exam session. You will have 60 minutes to take the exam. If you have some kind of problem with your computer or Internet connection, your answers will be saved, and you'll have plenty of time to restart and reenter the exam. You must complete the exam within 60 minutes of the time you started it, including any interruptions. **There are no make-up exams.**



How we will Communicate:

I will communicate with you through Blackboard announcements, global emails sent to the whole class and virtual office hours via Zoom. Your best way to communicate directly with me is via email to msgarcia4@utep.edu. I teach many classes and have many students, so please identify your **course number** and a **message topic** clearly in the Subject line of your email. For example:

Subject: OSCM 3321 – Question about Exam 1 Grades

If you do not include this information in the Subject line of your message, it may significantly delay my response. I will do my best get back to you within 1 business day.

Netiquette Guidelines:

Netiquette is a set of rules for behaving properly online. We must establish and maintain a safe online learning environment. All opinions and experiences, no matter how different or controversial they may be perceived, must be respected in a tolerant spirit of academic discourse. You are encouraged to comment, question, or critique an idea but you are not to dismiss or attack any individual. Working as a community of learners, we will build a polite and respectful course community.

The following netiquette tips will enhance the learning experience for everyone in this course:

- Do not dominate any discussion.
- Give other students the opportunity to join in the discussion.
- Do not use offensive language. Present ideas appropriately and professionally.
- Be cautious in using Internet language. For example, do not capitalize all letters since this suggests shouting. Popular emoticons, such as ☺, can be helpful to convey your tone but do not overdo or overuse them.
- Avoid using vernacular or slang language. This could possibly lead to misinterpretation.
- Never make fun of someone’s ability to read or write.
- Share tips with other students.
- Keep an “open-mind” and be willing to express even your minority opinion. Minority opinions will be respected.
- Think, pause, and edit before you push the “Send” button.
- Do not hesitate to ask for feedback.
- Be careful using humor – your perception of what is funny may be very different from someone else’s.

Grading Policy:

15 %	First Regular Exam	A =	numerical grade \geq 90
15 %	Second Regular Exam	B =	$80 \leq$ numerical grade $<$ 90
15 %	Third Regular Exam	C =	$70 \leq$ numerical grade $<$ 80
15 %	Final exam	D =	$60 \leq$ numerical grade $<$ 70
10 %	Participation and Engagement	F =	numerical grade $<$ 60
30 %	Homework and other assignments		



COURSE POLICIES

1. Electronic Devices

All electronic devices (cell phones, tablets, camera containing devices, etc.) must be completely turned off during exams and should not be in the hands of students at any time during an exam. There will be absolutely no texting, phone calls, or social media interaction during exams. Such activity will be captured and recorded by Respondus Monitor and will constitute grounds for disqualifying an exam attempt, resulting in a grade of zero.

2. Academic Integrity

Cheating is unethical and unacceptable. Using information or original wording in a paper or assignment without giving credit to the source of that information or wording is **plagiarism**, and is absolutely unacceptable. Do not submit work under your name that you did not do yourself. You may not submit work for this class that you did for another class. If you are found to be cheating or plagiarizing, you will be subject to disciplinary action, per UTEP catalog policy. Refer to <https://www.utep.edu/student-affairs/osccr/student-conduct/academic-integrity.html> for further information.

3. Participation and Engagement

Just as it would be in a face-to-face class setting, your personal participation and engagement in class activities is essential to your success in this class, and will be worth 10% of your overall grade. Your level of participation and engagement will be determined by:

- Completion of all class assignments
- Completion and level of engagement demonstrated in class discussion board posts
- Viewing of lecture video series as determined by “Lecture Keys.”

In each video lecture series (one associated with each text chapter), I will embed or mention a Lecture Key – a word, phrase or number, that is unique to that lecture series, at some random point in the lecture. I will post assignments calling for those lecture keys, as part of your participation and engagement score.

4. Homework

There will generally be one homework assignment for each text chapter, taken from material previously covered in class. Please note that you should complete and turn in homework **exclusively through Pearson MyLab or Blackboard**. MyLab download instructions and class codes will be posted on Blackboard and in a separate email message to all students. Homework will not be accepted via hardcopy, email, or text messages and cannot be turned in after its due date. If you expect to be out-of-pocket, make sure you will be able to do the homework before its due date. No late assignments will be accepted. Unless specifically stated otherwise in a homework assignment, all homework is a strictly individual, non-group, non-collaborative task.

5. Quizzes (usually not included in 100% online courses)

There will generally be one short reading quiz for each text chapter, taken from material that will be covered in the days to follow. These reading quizzes are structured to compel and reward you for reading ahead in the text in preparation for upcoming lectures. Reading quizzes will be administered through Blackboard.

6. Need for Assistance

If you have a disability and need classroom accommodations, please contact The Center for Accommodations and Support Services (CASS) at 747-5148, or by email to cass@utep.edu, or visit their office located in UTEP Union East, Room 106. For additional information, please visit the Center for Accommodations and Support Service (CASS) website at <https://www.utep.edu/student-affairs/cass/>



7. Other Student Services

University Writing Center: <http://uwc.utep.edu/index.php>

Sexual Harassment Guide for students: <https://www.utep.edu/titleix/Filing-a-Complaint.html>

University Counseling Center: <https://www.utep.edu/student-affairs/counsel/>, 747-5302, 202 Union West; walk-ins encouraged.

Student Health and Wellness Center: <https://www.utep.edu/chs/shc/>, 747-5624. Many services free to students paid for through student health fee.

Student Engagement and Leadership Center: <https://www.utep.edu/student-affairs/selc/>, 106 Union West, 747-5670. Includes study space with workstations; family friendly room with lactation space.

University Career Center: <https://www.utep.edu/student-affairs/careers/>, 103 Union West, 747-5640.

Mine Tracker: <https://minetracker.utep.edu/>. Events, news and organizations.

8. Campus Carry:

Persons who hold a Concealed Handgun License can lawfully carry their gun into a UTEP classroom as long as it remains concealed. Open carry remains prohibited on campus. Should you feel someone is intentionally displaying a gun (or any other weapon for that matter), do not hesitate to call Campus Police (ext. 5611) or 911. For information on campus concealed carry, see <https://www.utep.edu/campuscarry/>. For more information on overall campus safety, see: <https://www.utep.edu/student-affairs/dean-of-students-office/student-emergency/index.html>

Please note that the GBC is a designated **Campus Carry Exclusion Zone** – a property leased by the University which has existing tenant leases *prohibiting weapons*. For more on Exclusion Zones see: <https://www.utep.edu/campuscarry/exclusion-zones/index.html>

9. Student Responsibility

Individual students must operate with integrity in their dealings with faculty and other students; utilize learning materials with appropriate attention and dedication; maintain engagement when challenged by difficult learning activities; contribute to the learning of others; and perform to standards set by the faculty.

Note: This is a tentative syllabus and the Professor reserves the right to make appropriate changes.



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Detailed Course Outline:

Week	Day	Date	Subject	Discussion	HW
1	Tue	Jan 17	Class Intro	Expectations for the course	
	Thur	Jan 19	Chapter 1	Operations and Productivity.	#1
2	Tue	Jan 24	Chapter 2	Operations Strategy in a Global Environ	#2
	Thur	Jan 26	Video Case Study	How the Pandemic Changed Supply Chains Forever.	DB #1
3	Tue	Jan 31	Chapter 3	Project Management – Part 1	
	Thur	Feb 2	Chapter 3	Project Management – Part 2	#3
4	Tue	Feb 7	Chapter 5	Design of Goods & Services Sustainability – Part 1	
	Thur	Feb 9	Chapter 5	Design of Goods & Services Sustainability – Part 2	
5	Tue	Feb 14	Chapter 5s	Supplement – Supply Chain	#4
	Thur	Feb 16	Exam #1	1-Hour Exam Covers Chapters 1-3, 5, 5s	Take anytime from Noon - 4pm
6	Tue	Feb 21	Chapter 6	Managing Quality	#5
	Thur	Feb 23	Chapter 6s	Supplement – Statistical Process Control	#6
7	Tue	Feb 28	Video Case Study Chapter 7	The Future of Supply Chain Process Strategies	DB #2
	Thur	Mar 2	Chapter 7s	Supplement – Capacity and Constraints	
8	Tue	Mar 7	Chapter 8	Location Strategies	#7
	Thur	Mar 9	Exam #2	1-Hour Exam Covers Chapters 6, 6s, 7, 7s, 8	Take anytime from Noon - 4pm
9	Tue	Mar 14	No Class	Spring Break - University closed	
	Thur	Mar 16	No Class	Spring Break - University closed	
10	Tue	Mar 21	Chapter 9	Layout Strategies	#8
	Thur	Mar 23	Chapter 11	Supply Chain Management - Part 1	#9



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11	Tue	Mar 28	Chapter 11	Supply Chain Management - Part 2	
	Thur	Mar 30	Chapter 11s	Supplement - Supply Chain Analytics	#10
12	Tue	Apr 4	Video Case Study	Hard Rock Café's Global Strategy	DB #3
	Thur	Apr 6	Chapter 12	Inventory Management	#11
13	Tue	Apr 11	Chapter 13	Aggregate Planning, S&OP.	#12
	Thur	Apr 13	Exam #3	1-Hour Exam Covers Chapters 9, 11, 11s, 12	Take anytime from Noon - 4pm
14	Tue	Apr 18	Chapter 14	MRP and ERP – Part 1	#13
	Thur	Apr 20	Chapter 14	MRP and ERP – Part 2	
15	Tue	Apr 25	Video Case Study	The Future of Operations Management/Logistics - Automation	DB #4
	Thur	Apr 27	Chapter 16	Lean Operations	
16	Tue	May 2	Chapter 17	Maintenance and Reliability	
	Thur	May 4	Exam #4	80-Minute Exam (Final) Covers Chapters 13, 14, 16, 17 + selected comprehensive questions from Exams 1 – 3.	Take anytime from Noon - 4pm



Spring 2023 Academic Calendar

Oct 24th	Spring Registration Begins
Jan 5th	Last Day to Clear Students on Suspension/Probation as well as those with Insufficient Prerequisites
Jan 6th	Drops for Students with Unsatisfactory Academic Standing, Insufficient Prerequisites, and Prior Grades of C in the Course
Jan 9th	Financial Aid is Disbursed
Jan 16th	Dr. Martin Luther King, Jr. Holiday – University Closed
Jan 17th	Spring classes begin
Jan 17th-20th	Late Registration (Fees are incurred)
Feb 1st	Spring Census Day
	Note: This is the last day to register for classes. Payments are due by 5:00 pm.
Feb 13th	20 th Class Day
	Note: Students who were given a payment deadline extension will be dropped at 5:00 pm if payment arrangements have not been made.
Feb 17th	Graduation application deadline for degree conferral
Mar 13th-17th	Spring Break
Mar 30th	Spring Drop/Withdrawal Deadline
	Note: Student-initiated drops are permitted after this date, but the student is not guaranteed a grade of W. The faculty member of record will issue a grade of either W or F.
Mar 31st	Cesar Chavez Holiday - No classes
Apr 7th	Spring Study Day
Apr 14th	Deadline to submit candidates' names for commencement program
May 4th	Spring – Last day of classes
May 5th	Dead day
May 8-12th	Spring Final Exams
May 13-14th	Spring Commencement
May 17th	Grades are Due
May 18th	Grades are posted to student records; students are notified of grades and academic standing
Payment Deadlines	For more information on payment deadlines, visit the Student Business Services Website