



Production/Operations Management
OSCM 3321 CRN 30815 Summer 2020



Instructor: Mr. Michael S, Garcia MSPM

E-mail: msgarcia4@utep.edu

Office: COBA 204

Phone: (915) 747-8631

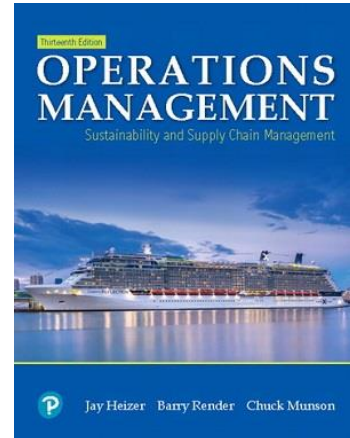
Fax: (915) 747-5348

Class Hours: 100% Online, Asynchronous

Virtual Office Hours: TR 8:00 -9:30 a.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
ISBN 9780135225899



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

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 summer session. 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 weekly discussion board assignments.

Regular Exams

There will be three regular, non-comprehensive exams 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 24 hours, beginning on the date specified in the class outline. You may take an exam anytime during that 24-hour 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 90 minutes to take the exam. You can save and exit the exam if you have some kind of issue or technology problem, but the 90-minute timer will keep running. Even 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 90 minutes of the time you started it, including any interruptions. There are no make-up exams.



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How we will Communicate:

I will communicate with you through Blackboard announcements, global emails sent to the whole class and virtual office hours via Blackboard Collaborate. I may reach out to you via a voice call for something urgent. 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:

10 %	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
35 %	Homework and other assignments		



COURSE POLICIES

1. Electronic Devices

All electronic devices (cell phones, tablets, camera containing devices, etc.) should 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

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:

Session	Day	Date	Subject	Discussion	HW
1	Tue	Jul 7	Syllabus Chapter 1	Expectations for the course Operations and Productivity.	#1
2	Wed	Jul 8	Chapter 2	Operations Strategy in a Global Environ	#2
3	Thu	Jul 9	Chapter 3	Project Management	#3
4	Fri	Jul 10	Chapter 5 Chapter 5s	Design of Goods & Services Supplement – Supply Chain Sustainability	#5
5	Mon	Jul 13	Exam #1	Covers Chapters 1-3, 5	Take anytime from Noon, 13 Jul to Noon, 14 Jul
6	Tue	Jul 14	Case Study Chapter 6	Activity on Process Design Managing Quality	#6
7	Wed	Jul 15	Chapter 6s Chapter 7	Supplement – Statistical Process Control Process Strategy	#7
8	Thu	Jul 16	Chapter 7s Chapter 8	Supplement – Capacity and Constraints Location Strategies	#8
9	Fri	Jul 17	Chapter 9	Layout Strategies	#9
10	Mon	Jul 20	Exam #2	Covers Chapters 6-9	Take anytime from Noon, 20 Jul to Noon, 21 Jul
11	Tue	Jul 21	Video Case Study	Video Case Study: Hard Rock Café's Global Strategy	#10
12	Wed	Jul 22	Chapter 11 Chapter 11s	Supply Chain Management Supplement - Supply Chain Analytics	#11
13	Thu	Jul 23	Chapter 12	Inventory Management	#12
14	Fri	Jul 24	Chapter 13	Aggregate Planning, S&OP.	#13
15	Mon	Jul 27	Exam #3	Covers Chapters 10-13	Take anytime from Noon, 27 Jul to Noon, 28 Jul
16	Tue	Jul 28	Chapter 14	MRP and ERP	#14
17	Wed	Jul 29	Chapter 16	Lean Operations	#15
18	Thu	Jul 30	Chapter 16 Chapter 17	Lean Operations Maintenance and Reliability	#16
19	Fri	Jul 31	Chapter 17	Maintenance and Reliability	
20	Mon	Aug 3	Final Exam	Covers Chapters 14-17 + selected comprehensive questions from Exams 1 – 3.	Take anytime from Noon, 3 Aug to Noon, 4 Aug