Instructor: Mr. Michael S. Garcia  MSPM  
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Office: COBA 204  
Phone: (915) 747-8631  
Fax: (915) 747-5348

Class Hours: MTWRF 9:20-11:30 a.m.  
Office Hours: TR 11:30a.m.-1:00 p.m.

Required Textbook: (option #1 is highly recommended!)


Reference books


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 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, and case studies will be covered in class. You should plan to read a lot and take careful notes. Discussion is strongly encouraged about the topics being covered.

Regular Exams
There will be 3 regular, non-comprehensive exams that cover class materials and chapters in the textbook taught up to the date of the last class before the exam. A regular exam must be completed within 60 minutes. On examination class days, you MUST come to class prepared with SCANTRON forms, an electronic calculator, and writing materials for taking an exam. These materials will not be provided to you, cannot be shared among students and you cannot leave and reenter the classroom, once an exam has begun. There are generally no make-up exams. In a specific, pre-coordinated and extraordinary case, an all-essay make-up exam may be arranged at the discretion of the Professor.
Grading Policy:

- **10 %** First Regular Exam
  - \( A = \text{numerical grade} \geq 90 \)
- **15 %** Second Regular Exam
  - \( B = 80 \leq \text{numerical grade} < 90 \)
- **15 %** Third Regular Exam
  - \( C = 70 \leq \text{numerical grade} < 80 \)
- **15 %** Final exam
  - \( D = 60 \leq \text{numerical grade} < 70 \)
- **10 %** Attendance and Punctuality
  - \( F = \text{numerical grade} < 60 \)
- **35 %** Homework and other assignments

**COURSE POLICIES**

1. **Electronic Devices**
   All electronic devices (cell phones, laptops, tablets, camera containing devices, etc.) should be completely turned off in class and should not be in the hands of students at any time during class. The Professor reserves the right to temporarily confiscate electronic devices owned by students when electronic devices create distractions or disruptions. There will be absolutely no texting, phone calls, or social media interaction during class. All students are expected and required to comply. Keep in mind that adherence to this policy is part of your participation grade, and will be worth 5% of your overall grade.

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](https://www.utep.edu/student-affairs/osccr/student-conduct/academic-integrity.html) for further information.

3. **Attendance and Punctuality**
   Attendance is valued in this class, just as it is in the workplace. Being absent or late to class sends a negative message to the Professor, just like it does to an employer, manager, or customer. You cannot make a contribution to class discussion when you are not present. Please keep in mind that missing 1 class is equivalent to missing 5 days of work.

   Class attendance is required and expected. Exam and quiz material will be partially based on lectures, therefore you are responsible for all material covered in class. Please arrive on time and take your seat quickly and quietly. Arriving late hinders all students and is considered disruptive to everyone in class.

   Please keep in mind this University policy on attendance (Class Attendance): “When in the judgment of the instructor, a student has been absent to such a degree as to impair his or her status relative to credit for the course, the instructor can drop the student from the class with a W before the course drop deadline or with a grade of F after the course drop deadline.” The instructor reserves the right to raise or lower student’s grade based on the quality and quantity of the student’s participation.

4. **Homework**
   There will generally be one homework assignment given every other week for the entire semester, taken from material previously covered in class. Please note that you should complete and turn in homework exclusively through Blackboard. Homework will not be accepted via hardcopy, email, or text messages and cannot be turned in after its due date. If you expect to miss class, 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 and non-collaborative task.
5. Quizzes
There will generally be one reading quiz due every other week, taken from textbook material that will be covered in the week 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 and generally be on Mondays for the entire semester. Reading quizzes will usually cover two chapters.

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.


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-safety/emergency-response/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; engage 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.
# Detailed Course Outline:

<table>
<thead>
<tr>
<th>Session</th>
<th>Day</th>
<th>Date</th>
<th>Subject</th>
<th>Discussion</th>
<th>HW</th>
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<tr>
<td>1</td>
<td>Mon</td>
<td>Jun 10</td>
<td>Syllabus</td>
<td>Expectations for the course Operations and Productivity.</td>
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<td>2</td>
<td>Tue</td>
<td>Jun 11</td>
<td>Chapter 2</td>
<td>Operations Strategy in a Global Environ</td>
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<td>Wed</td>
<td>Jun 12</td>
<td>Chapter 3</td>
<td>Project Management</td>
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<td>4</td>
<td>Thu</td>
<td>Jun 13</td>
<td>Chapter 5</td>
<td>Design of Goods &amp; Services</td>
<td>#5</td>
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<td>Supplement – Supply Chain Sustainability</td>
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<td>5</td>
<td>Fri</td>
<td>Jun 14</td>
<td>Exam #1</td>
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<td>Mon</td>
<td>Jun 17</td>
<td>Tennis Ball Exercise</td>
<td>In-Class Activity on Process Design Managing Quality</td>
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<td>Jun 20</td>
<td>Chapter 9</td>
<td>Layout Strategies</td>
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<td>Fri</td>
<td>Jun 21</td>
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<td>Mon</td>
<td>Jun 24</td>
<td>Video Case #1</td>
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<td>Tue</td>
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<td>Chapter 16</td>
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<td>Wed</td>
<td>Jul  3</td>
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<td>Jul  5</td>
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**Notes:**
- **4th of July Holiday**
- **No Class – University Closed!**