



Production/Operations Management
OSCM 3321 Summer 2018



Instructor: Mr. Michael S, Garcia MSPM

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Class Hours: MTWRF 9:20-11:30 a.m.

COBA Room 309

Office Hours: TR 11:30a.m.-1:00 p.m.

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

1. MyOMLab with Pearson eText -- Instant Access -- for Operations Management: Sustainability and Supply Chain Management, 12th Edition by Jay Heizer, Barry Render, and Chuck Munson. Pearson, ISBN-13: 978-013-416534-9.

2. Operations Management: Sustainability and Supply Chain Management, Student Value Edition Plus MyOMLab with Pearson eText -- Access Card Package, 12th Edition by Jay Heizer, Barry Render, and Chuck Munson. Pearson, ISBN-13: 978-013-447181-5.

3. MyOMLab without Pearson eText -- Instant Access -- for Operations Management: Sustainability and Supply Chain Management, 12th Edition by Jay Heizer, Barry Render, and Chuck Munson. Pearson, ISBN-13: 978-013-416531-8.

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 information concerning this course - check your Blackboard and MyLab accounts daily!



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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.



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Grading Policy:

10 %	First Regular Exam	A =	numerical grade ≥ 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 %	Attendance and Punctuality	F =	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> 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 for each chapter for the entire semester, taken from material previously covered in class. Please note that you should complete and turn in homework exclusively through Blackboard and Mylab. 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.



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5. Case Studies

We will generally be examining one real-world video case study each week, taken from textbook material covered in that week. These case studies are structured to compel and reward you for reading ahead on the case in preparation for in-depth class discussions. You must come prepared to discuss the case and answer critical-thought questions about it, which may be components of separate homework assignments linked to the case.

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 <http://sa.utep.edu/cass>

7. Other Student Services

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

Sexual Harassment Guide for students: <http://admin.utep.edu/Default.aspx?tabid=43881>

University Counseling Center: <http://sa.utep.edu/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: <http://sa.utep.edu/selc>, 106 Union West, 747-5670. Includes study space with workstations; family friendly room with lactation space.

University Career Center: <http://sa.utep.edu/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 more information on campus concealed carry, see <http://sa.utep.edu/campuscarry/>. For more information on overall campus safety, see <http://admin.utep.edu/emergency>.

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://academics.utep.edu/Portals/1880/static/vpsa/STA_CampusCarry_16_ExclusionZones.pdf

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.



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Detailed Course Outline:

Session	Day	Date	Subject	Discussion	HW
1	Tue	Jul 10	Syllabus Chapter 1	Expectations for the course Operations and Productivity.	#1
2	Wed	Jul 11	Chapter 2	Operations Strategy in a Global Environ	#2
3	Thu	Jul 12	Chapter 3	Project Management	#3 SIM Ch 3
4	Fri	Jul 13	Chapter 5 Chapter 5	Design of Goods & Services Supplement – Supply Chain Sustainability	#5
5	Mon	Jul 16	Exam #1	1 hour exam covers Chapters 1-3, 5	
6	Tue	Jul 17	Tennis Ball Exercise Chapter 6	In-Class Activity on Process Design Managing Quality	#6
7	Wed	Jul 18	Chapter 6 Chapter 7	Supplement – Statistical Process Control Process Strategy	#7
8	Thu	Jul 19	Chapter 7 Chapter 8	Supplement – Capacity and Constraints Location Strategies	#8
9	Fri	Jul 20	Chapter 9	Layout Strategies	#9
10	Mon	Jul 23	Exam #2	1 hour exam covers Chapters 6-9	
11	Tue	Jul 24	Video Case #1	Video Case Study from Chapter 1 Hard Rock Café's Global Strategy	#10
12	Wed	Jul 25	Chapter 11 Chapter 11	Supply Chain Management Supplement - Supply Chain Analytics	#11 SIM Ch 11
13	Thu	Jul 26	Chapter 12	Inventory Management	#12 SIM Ch 12
14	Fri	Jul 27	Chapter 13	Aggregate Planning, S&OP.	#13
15	Mon	Jul 30	Exam #3	1 hour exam covers Chapters 10-13	
16	Tue	Jul 31	Video Case #2	Video Case Study from Chapter 8 Where to place the Hard Rock Café	#14
17	Wed	Aug 1	Chapter 14	MRP and ERP	#15
18	Thu	Aug 2	Chapter 16	Lean Operations	#16
19	Fri	Aug 3	Chapter 17	Maintenance and Reliability	#17
20	Mon	Aug 6	Final Exam 10:00am-12:45pm	1 hour exam covers Chapters 14-17	