



Concepts of Production Management OSCM 5308 Summer 2019



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Class Hours: MR 5:30-9:30 p.m. **GBC Room 520B**
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:

Microsoft Project 2013 Step by Step, 1st Edition by Carl Chatfield, Timothy Johnson (Paperback)
Published by Microsoft Press
ISBN: 9780735669116

Simulation Using ProModel, by Dr. Charles Harrell Dr. Biman Ghosh Dr. Royce Bowden, Jr.
McGraw Hill, Third Edition
ISBN: 9780073401300

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

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).

Welcome to the AMBA Concepts of Operations Management Course. Official information for OSCM 5308, 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*)

Concepts of Production Management (3-0). 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

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 5311

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 Project/Presentation	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 associated with each in-class exercise or demonstration. 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.



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5. Quizzes

There will generally be one reading quiz associated with each text chapter, taken from textbook material that will be covered in sessions 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 or MyLab.

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-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>



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

COBA GBC 520B

Detailed Course Outline:

Session	Day	Date	Subject	Discussion	HW
1	Thurs	May 23	Syllabus Chapter 1 Tennis Ball Exercise	Expectations for the course Operations and Productivity. In-Class Activity on Process Design Managing Quality	
	Mon	May 27	Memorial Day Holiday	No Class – University Closed!	
2	Thurs	May 30	Chapter 2 Chapter 3 Microsoft Project Demonstration	Operations Strategy, Global Environment Project Management Highlights of Microsoft Project as a PM tool	#1 (Chap 2)
3	Mon	Jun 3	Chapter 5 Chapter 5 Lego-Man Exercise	Design of Goods & Services Supplement – Supply Chain Sustainability	#2 (Chap 3)
4	Thurs	Jun 6	Exam #1 Chapter 6 SPC Exercise	1 hour exam covers Chapters 1-3, 5 Managing Quality Detailed Statistical Process Control Example Problem	#3 (SPC Recap)
5	Mon	Jun 10	Chapter 7 Chapter 8 Physics Center of Gravity Problem	Process Strategy Location Strategies Detailed Excel Solver solution of multivariable weight average problem	#4 (COG Recap)
6	Thurs	Jun 13	Chapter 9 Chapter 11 Negotiation Exercise	Layout Strategies Supply Chain Management New Car negotiation skills demonstration	#6 (Chap 11)
7	Mon	Jun 17	Exam #2 Chapter 12 ProModel Demonstration	1 hour exam covers Chapters 6-9, 11 Inventory Management Highlights of ProModel simulation software as an Operations Management tool.	#7 (Chap 12)
8	Thurs	Jun 20	Chapter 13 Chapter 14	Aggregate Planning, S&OP MRP and ERP	#8 (Chap 14)



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9	Mon	Jun24	Chapter 16 VSA Exercise	Lean Operations Lean Value Stream Analysis Exercise	#8 (Chap 16)
10	Thurs	Jun 27	Exam #3 Chapter 17 Lean LEGO Prep	1 hour exam covers Chapters 12-16 Maintenance and Reliability Introduction and preparation for Lean LEGO Manufacturing Exercise.	
	Mon/Thurs	Jul 1- 4	4th of July Holiday	No Class – University Closed!	
11	Mon	Jul 8	Lean LEGO Simulation	Detailed Hands-on Simulation of Lean process improvement principals	
12	Thurs	Jul 11	Final Presentations	Final Group Presentations	