



## Production/Operations Management CRN: 22702

OSCM 3321 January 19<sup>th</sup> – May 4<sup>th</sup>, 2022

**Instructor:** Ismael Ojeda

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**Phone:** 915-309-0838

**Class Hours:** MW 6:00-7:20 pm BUSN 309

**Office Hours:** MW7:20 – 8:30 pm BUSN 309

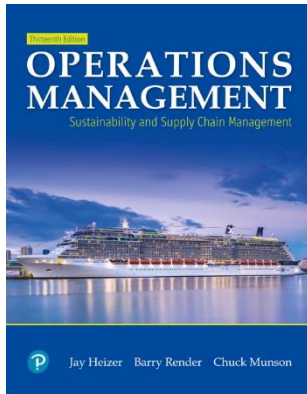
### Course description (*from Goldmine*)

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.

### Course objectives:

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

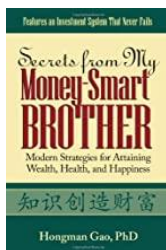
1. Identify the three major functional areas of organizations and describe how they interrelate.
2. Define competitiveness, strategy, productivity, and explain why these concepts are important.
3. Explain the strategic importance of product and service design.
4. Define reliability and perform simple 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.



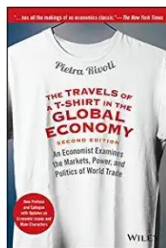
## Required materials:

1) *MyLab Operations Management with Pearson eText -- Access Card -- for Operations Management: Sustainability and Supply Chain Management, 13<sup>th</sup> Edition* by Jay Heizer, Barry Render, and Chuck Munson. 2020. Pearson, ISBN-13: 9780135225899.

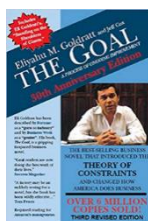
## Recommended books



*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).



*The Goal: A Process of Ongoing Improvement*, by Eliyahu M. Goldratt, North River Press (ISBN: 0-88427-061-0).

## Course Assignments and Grading Distribution:

100-90 = A    89-80 = B    79-70 = C    69-60 = D    59 and below = F

- 25 % Homework: 15 Assignments (Maximum 1500 pts)
- 25 % First exam
- 25 % Second exam
- 25 % Third exam

**Lectures & Attendance:** Important material from the textbook and some outside sources will be covered in class. **YOU MUST READ IN ADVANCE THE MATERIAL TO BE COVERED IN CLASS.** You are expected to come to class, pay attention, and take good notes. If you miss the class, it is your responsibility to obtain notes from your classmates and complete the corresponding assignments. **Class should not be video recorded by students.** Discussion is encouraged about the topics covered.

**Exams:** They are **in class exams**. They cover the class materials and chapters in the textbook taught up to the date of the last class before the exam. The maximum completion time is 90 minutes. There is not make-up of any exam.

**Final Exam:** This is an optional comprehensive final exam covering all the class lecture materials and chapters in the textbook taught during the semester. The maximum completion time is two and a half hours. If you take the final exam, the lowest score of the four exams will be dropped. No makeup comprehensive exam will be offered.

**MyOMLab assignments:** Fifteen chapters from the book will be covered in this course. Students will perform their assignment in MyOMLab. **Students have to study the material before planning to complete the assignments.** However, MyOMLab offers practice problems and several level of hints to support assignments' completion. Homework cannot be made up after its due date, if you expect to miss class, be sure you will be able to do the homework before its due date.

## Technology Requirements

Course content is delivered via the Internet through the Blackboard learning management system (LMS). Ensure your UTEP e-mail account is working and that you have access to the Web. You may use any of the primary Web browsers—Explorer, Google Chrome, Firefox, Safari, etc. When having technical difficulties, try switching to another browser.

**If you encounter technical difficulties of any kind, contact the [Help Desk \(UTEP Library Room 300, TS.UTEP.EDU, 915-747-4357\)](mailto:300.TS.UTEP.EDU).** Please contact the UTEP Help Desk as they are trained specifically in assisting with technological needs of students. Please do not contact me for this type of assistance. The Help Desk is much better equipped than I am to assist you!

## **Course Communication**

- **Email:** UTEP e-mail is the best way to contact me. I will make every attempt to respond to your e-mail within 24 hours of receipt. When e-mailing me, be sure to email from your UTEP student account and please put the course number in the subject line. In the body of your e-mail, clearly state your question. At the end of your e-mail, be sure to put your first and last name.
- **Announcements:** Check the Blackboard announcements frequently for any updates, deadlines, or other important messages.

## **Drop Policy**

To drop this class, please contact the Registrar's Office to initiate the drop process. If you cannot complete this course for whatever reason, please contact me. If you do not, you are at risk of receiving an "F" for the course.

## **Accommodations Policy**

The University is committed to providing reasonable accommodations and auxiliary services to students, staff, faculty, job applicants, applicants for admissions, and other beneficiaries of University programs, services and activities with documented disabilities in order to provide them with equal opportunities to participate in programs, services, and activities in compliance with sections 503 and 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act (ADA) of 1990 and the Americans with Disabilities Act Amendments Act (ADAAA) of 2008. Reasonable accommodations will be made unless it is determined that doing so would cause undue hardship on the University. Students requesting an accommodation based on a disability must register with the UTEP Center for Accommodations and Support Services.

## **Scholastic Integrity**

Academic dishonesty is prohibited and is considered a violation of the UTEP Handbook of Operating Procedures. It includes, but is not limited to, cheating, plagiarism, and collusion. Cheating may involve copying from or providing information to another student, possessing unauthorized materials during a test, or falsifying research data on laboratory reports. Plagiarism occurs when someone intentionally or knowingly represents the words or ideas of another as one's own. Collusion involves collaborating with another person to commit any academically dishonest act. Any act of academic dishonesty attempted by a UTEP student is unacceptable and will not be tolerated. All suspected violations of academic integrity at The University of Texas at El Paso must be reported to the Office of Student Conduct and Conflict Resolution (OSCCR) for possible disciplinary action. To learn more HOOP: Student Conduct and Discipline.

## Student Resources

UTEP provides a variety of student services and support:

- UTEP Library: Access a wide range of resources including online full-text access to thousands of journals and eBooks plus reference service and librarian assistance for enrolled students.
- Help Desk: Students experiencing technological challenges (email, Blackboard, software, etc.) can submit a ticket to the UTEP Helpdesk for assistance. Contact the Helpdesk via phone, email, chat, website, or in person if on campus.
- University Writing Center (UWC): Submit papers here for assistance with writing style and formatting, ask a tutor for help and explore other writing resources.
- Math Tutoring Center (MaRCS): Ask a tutor for help and explore other available math resources.
- Military Student Success Center: UTEP welcomes military-affiliated students to its degree programs, and the Military Student Success Center and its dedicated staff (many of whom are veterans and students themselves) are here to help personnel in any branch of service to reach their educational goals.
- RefWorks: A bibliographic citation tool; check out the RefWorks tutorial and Fact Sheet and Quick-Start Guide.

## COVID-19 Precautions

If you have tested positive for COVID-19, you are encouraged to report your results to [covidaction@utep.edu](mailto:covidaction@utep.edu), so that the Dean of Students Office can provide you with support and help with communication with your professors. It is important to follow all instructions that you receive as part of the diagnosis, including isolation and staying at home until a negative test is produced.

If you experience COVID-19 symptoms, please follow the isolation protocol by staying at home and getting tested as soon as possible. If the test is negative but you are still seeking accommodations, please contact the Dean of Students Office for guidance in a timely manner. Your instructor will work with the Dean of Students Office to determine the extent of any such accommodations.

We strongly encourage you to think and act proactively in all matters related to COVID-19 and your academic endeavors. The Center for Disease Control and Prevention recommends that people in areas of substantial or high COVID-19 transmission wear face masks when indoors in groups of people. The best way that Miners can take care of miners is to get the vaccine. If you still need the vaccine, it is widely available in the El Paso area, and will be available at no charge on campus during the first week of classes. For more information about the current rates, testing, and vaccinations, please visit [epstrong.org](http://epstrong.org).



## Production/Operations Management

OSCM 3321 January 19<sup>th</sup> – May 4<sup>th</sup>, 2022. Weekly Calendar (Subject to Change)



All homework assignments must be completed on MyOMLab. Pay attention to the due dates. No late work will be accepted.

Lecture	Week #	Topic	After Class Assignment
1 (Jan 19)	Week 1	Operations and Productivity (Ch 1)	
2 (Jan 24)	Week 2	Operations and Productivity (Ch 1)	HW # 1
3 (Jan 26)	Week 2	Operations Strategy in a Global Environment (Ch 2)	HW # 2
4 (Jan 31)	Week 3	Project Management (Ch 3)	HW # 3
5 (Feb 02)	Week 3	Design of Goods and services (Ch 5) Sustainability in the Supply Chain (Supplement 5)	
6 (Feb 07)	Week 4	Managing Quality (Ch 6)	
7 (Feb 09)	Week 4	Managing Quality (Ch 6)	HW # 4
8 (Feb 14)	Week 5	Statistical Process Control (Supplement 6)	
9 (Feb 16)	Week 5	Statistical Process Control (Supplement 6)	HW # 5
10 (Feb 21)	Week 6	Process Strategy (Ch 7)	
11 (Feb 23)	<b>Week 6</b>	<b>First Partial Exam</b>	
12 (Feb 28)	Week 7	Capacity and Constraint Management (Supplement 7)	
13 (Mar 02)	Week 7	Capacity and Constraint Management (Supplement 7)	HW# 6
14 (Mar 07)	Week 8	Location Strategy (Ch 8)	HW # 7
15 (Mar 09)	Week 8	Layout Strategies (Ch 9)	HW # 8
Mar 14- 18	<b>Week 9</b>	<b>SPRING BREAK</b>	
16 (Mar 21)	Week 10	Human Resources, Job Design & Work Measurement (Ch 10)	HW # 9
17 (Mar 23)	Week 10	Supply Chain Management (Ch 11) & Supplement (Ch 11)	
18 (Mar 28)	Week 11	Supply Chain Management (Ch 11) & Supplement (Ch 11)	HW # 10

<b>19</b> (Mar 30)	Week 11	Inventory Management (Ch 12)	HW # 11
<b>20</b> (Apr 04)	Week 12	Inventory Management (Ch 12)	
<b>21</b> (Apr 06)	<b>Week 12</b>	<b>Second Partial Exam</b>	
<b>22</b> (Apr 11)	Week 13	Aggregate Planning and S&OP (Ch 13)	HW # 12
<b>23</b> (Apr 13)	Week 13	Material Requirements Planning (MRP) and ERP (Ch 14)	
<b>24</b> (Apr 18)	Week 14	Material Requirements Planning (MRP) and ERP (Ch 14)	HW # 13
<b>25</b> (Apr 20)	Week 14	Short-Term Scheduling (Ch 15)	HW # 14
<b>26</b> (Apr 25)	Week 15	JIT, TPS, and Lean Operations (Ch 16)	HW # 15
<b>27</b> (Apr 27)	Week 15	JIT, TPS, and Lean Operations (Ch 16)	
<b>28</b> (May 02)	<b>Week 16</b>	<b>Third Partial Exam</b>	
<b>29</b> (May 04)	Week 16	JIT, TPS, and Lean Operations (Ch 16)	
<b>30</b> (TBD)		<b>Final Examination (Comprehensive) TBD – pm</b>	