



OSCM 3321 PRODUCTION AND OPERATIONS MANAGEMENT

Fall 2023

CRN: 10927 MW 10:30 am-11:50 am

BUSN 309

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COURSE DESCRIPTION

The purpose of this course is to introduce you to the important issues managers face in planning, controlling, and managing operations and supply chains. Manufacturing and operations management produces the products or service that an organization provides to its customers. Careful planning and management of internal and external operations is required if an organization is to prosper, or indeed, to survive. While the course has a strong management emphasis, theoretical aspects and technical competence of analytical tools is given strong emphasis, as these are essential for superior problem solving.

COURSE OBJECTIVES

The major objective of this course is to provide each student with a basic understanding of the manufacturing functions within the supply chain. The students will also be exposed to selected methods in controlling and planning production processes. In particular, at the end of this course, you should understand:

1. The role of production and operations within a business, and within the larger economy
2. The major strategic choices companies face when choosing and implementing operations
3. The importance of process control, planning and inventory management
4. The practice of quality management and quality management tools in an organization
5. A wide variety of analytical techniques used in production and operations management

TEXTBOOK

Operations Management, 13/E, by Jay Heizer & Barry Render, Prentice Hall

- Students will purchase/register the online book via the blackboard course website.



Socrative—Download Socrative app for free. We will use Socrative in class—beginning on the 1st day of the semester.

- **Android:** <https://play.google.com/store/apps/details?id=com.socrative.student&hl=en>.
- **Apple:** <https://itunes.apple.com/us/app/socrative-student/id477618130?mt=8>

Prerequisite: QMB 2301 and MATH 2301 each with a grade of "C" or better.

Course Website: Syllabus and slides of the lectures can be accessed on the Blackboard. Homework has to be done in MyOMLab.

Attendance: You are expected to attend classes regularly and on time. You should plan to take careful notes as not all material can be found in the text. You take full responsibility when you miss class or come to class late.

GRADING

Your final grade will be determined as follows:

	<u>Grade Allocation</u>		<u>Final Grade Table</u>	
Exam 1	100 pts	450 and above		A
Exam 2	100 pts	400~449		B
Exam 3	100 pts	350~399		C
Homework Assignments (10 pts each)	200 pts	300~349		D
		Below 300		F
	Total	500 pts		

EXAMS

There are three exams. **You must take all three exams.** Makeup exams will be given at the instructor's discretion based solely on valid, documented excuses. If you have to miss an exam with valid, documented excuses and plan to have a makeup exam, **you MUST notify me in advance** (emails, phone calls, a message in my voice mail,...,etc). If you fail to do so, you will not be given a makeup exam. Any makeup exam must be taken within three calendar days of the missed exam or a grade of zero will be recorded.

There is also an optional comprehensive final exam. **If you take the final exam, the lowest score of the four exams will be dropped.** You must sign up in blackboard **24 hours** before the scheduled final exam time if you want to take the comprehensive final exam. No makeup comprehensive exam will be offered. **Missing any of the exams 1~3 without a valid, documented excuse will DISQUALIFY you from taking the optional comprehensive final exam.**

All exams are delivered in the IN-CLASS E-EXAMS using the blackboard platform. For all exams, you will be asked to use the Respondus Lockdown Browser (RLB) and Monitor. There will be a Mock Quiz to allow you to get the full experience of taking an exam using these tools. Prior to the quiz/exams, you will be asked to get your personal computer ready to take the exam by downloading and installing all necessary software. You will need to make your webcam available during the Bb exam and you will be video-recorded taking the exam. There is more information on Bb on how to set up RLB and be ready to take all exams. Bring a calculator to the exam with you. Use of cell phones is NOT allowed at any time during the exams.

ASSIGNMENTS

Homework assignments has to be done in MyOMLab, it is assigned after covering each chapter, and you will have plenty of time (**5~7 days**) to complete it. 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. 20 homework assignments will be given during the course (15 HW assignments and 5 simulations). Every homework counts!! No homework will be dropped.

Optional Assignments: Two optional assignments will be given throughout the semester for extra credit. Details will be provided in blackboard as the semester progresses.

Quizzes: There may be quizzes from time to time without prior notice. Each quiz will generally be worth 1 – 2 points. Quizzes may be given at any time during class. There will be no makeup quizzes. Quiz credits are used as extra credits towards your final grade.

DISRUPTIONS

You are expected to arrive for class on time and stay in class for its duration. Please minimize class disruptions by completing bathroom visit before class time. Please turn off your cell phone once you are in the classroom. DO NOT CHAT WITH OTHERS WHILE I AM LECTURING.

GUIDANCE ON ARTIFICIAL INTELLIGENCE

The use of generative AI tools such as Chat GPT is permitted in this course for the following activities, which must be noted or cited:

- Homework assignments

However, you may not use AI tools to complete the following activities:

- Quizzes
- Exams

Students must cite any borrowed content sources to comply with all applicable citation guidelines, copyright law, and avoid plagiarism. Instances that violate these guidelines will be referred to the Office of Student Conduct and Conflict Resolution.

ILLNESS PRECAUTIONS

Please stay home if you have symptoms of a communicable illness. If you are feeling unwell, please let me know as soon as possible, so that we can work on appropriate accommodations.

EXCUSED ABSENCES AND/OR COURSE DROP POLICY

According to UTEP Catalog, “At the discretion of the instructor, a student can be dropped from a course because of excessive absences or lack of effort. A grade of “W” will be assigned before the course drop deadline and a grade of “F” after the course drop deadline.” See Policies and Regulations in the UTEP Undergraduate Catalog for a list of excuse absences. Therefore, if I find that, due to non-performance in the course, you are at risk of failing, I will drop you from the course. I will provide 24 hours advance notice via email.

INCOMPLETE GRADE POLICY

Incomplete grades may be requested only in exceptional circumstances after you have completed at least half of the course requirements. Talk to me immediately if you believe an incomplete is warranted. If granted, we will establish a contract of work to be completed with deadlines.

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](#) (CASS). Contact the Center for Accommodations and Support Services at 915-747-5148, or email them at cass@utep.edu, or apply for accommodations online via the [CASS portal](#).

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 ones' 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, please visit [HOOP: Student Conduct and Discipline](#).

COURSE RESOURCES: Where you can go for assistance

UTEP provides a variety of student services and support:

Technology Resources

- [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.

Academic Resources

- [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.
- [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.
- [History Tutoring Center \(HTC\)](#): Receive assistance with writing history papers, get help from a tutor and explore other history resources.
- [RefWorks](#): A bibliographic citation tool; check out the RefWorks tutorial and Fact Sheet and Quick-Start Guide.
- [The Miner Learning Center](#): Join peer-led study sessions in person or online to review content and discover study strategies in core curriculum courses.
- [UTEP Edge](#): UTEP's cross-campus framework for student success and empowerment – develops students' assets through high-impact experiences made possible by the expertise and dedication of faculty, staff, alumni, and community partners.

Individual Resources

- [Student Success Help Desk \(SSHD\)](#): Students experiencing challenges or obstacles to academic success including registration, financial, food, housing, and transposition resources may submit a ticket request assistance to studentsuccess@utep.edu
- [Military Student Success Center](#): Assists personnel in any branch of service to reach their educational goals.

- [Center for Accommodations and Support Services](#): Assists students with ADA-related accommodations for coursework, housing, and internships.
- [Counseling and Psychological Services](#): Provides a variety of counseling services including individual, couples, and group sessions as well as career and disability assessments.
- [UTEP Food Pantry](#): Non-perishable food items are available to students who are currently enrolled in classes. Bring a Miner Gold Card to Memorial Gym, Room 105, Monday through Friday, 10 a.m. to 2 p.m.

TENTATIVE COURSE SCHEDULE

The instructor will attempt to adhere to the course schedule below, but does reserve the right to alter course content, class assignments and activities, and/or dates as deemed necessary.

Class Hours: MW 10:30 am-11:50 am BUSN 309

<i>Week</i>	<i>Dates</i>	<i>Chapters</i>	<i>Topics</i>
1	08-28		First day of class
<i>Module 1: Introduction to Operations Management</i>			
	08-30	1	Introduction to Operations and productivity
2	09-04		Labor day (no class)
	09-06	1	Introduction to Operations and productivity
3	09-11	3	Project Management
	09-13	3/4	Project Management/Forecasting
4	09-18	4	Forecasting
	09-20	2/5/5S	Operations strategy/New product and Sustainability
5	09-25		Review for Exam 1
	09-27		Exam 1 (Chapters 1, 2, 3, 4, 5, 5S)
<i>Module 2: Within an Organization</i>			
6	10-02	7S	Capacity and constraint management
	10-04	7S	Capacity and constraint management (the bracelets game)
7	10-09	7	Process strategy
	10-11	9	Layout strategy
8	10-16	9	Layout strategy
	10-18	9	Layout strategy
9	10-23	6	Managing quality
	10-25		Review for Exam 2
10	10-30		Exam 2 (Chapters 6, 7, 7S, 9)
<i>Module 3: Beyond the Organization</i>			
	11-01	11/11S/16	Supply Chain Management & Analytics/5S
11	11-06	12	Inventory Management
	11-08	12	Inventory Management
12	11-13	13	Aggregate Planning and S&OP
	11-15	13	Aggregate Planning and S&OP
13	11-20		TBD
	11-22		3D Printer tour at UGLC 202
14	11-27	14	MRP and ERP
	11-29	14	MRP and ERP
15	12-04		Review for Exam 3
	12-06		Exam 3 (Chapters 11, 11S, 12, 13, 14 and 16)
	12-15		OPTIONAL Comprehensive Final Exam @ 10:00~12:00

Note: **Course drop deadline = Nov 3rd**