

**MANA 3305-060: Operations Management Fall 2021**

**Instructor(s):** Dr. Lei Hua

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**Office Hours:** Tuesday & Thursday 11:00 – 12:30 or by appointment

**Section Information:** MANA 3305-060

**Place and Time of Class Meetings:** Online

**Description of Course Content:**

Introduction to concepts and problem-solving techniques important in operations management. Topics include demand forecasting, capacity management, resource allocation, inventory management, supply chain management, quality control, and etc.

Prerequisite: Statistics (MATH 1342) and Introduction to Computer Applications (TECH 2323/ COSC 1307).

**Student Learning Outcomes:**

After completing the course, the student will be able to do the following:

1. Identify and accurately apply operations management (OM) concepts with competitive strategy in order to make operational decisions.
2. Learn how to apply quantitative OM tools like forecasting, project planning and management, capacity and resource planning, scheduling, inventory management and quality management and control. And be able to correctly solve OM problems using these quantitative tools.
3. Identify qualitative factors affecting operations functions in order to compare different options within business setting and be able to clearly articulate those factors and options.
4. Clearly and accurately describe how OM decisions relate to each other in order to assess the overall impact of decisions.
5. Contrast and compare different options related to OM concepts in order to select the best option given business and environmental conditions and be able to concisely explain the various alternatives, which is best, and why.
6. Explain OM's role within organizations for both service and manufacturing environments.
7. Develop and explain alternatives for resource and capacity planning within given constraints.

## Required Textbooks and Other Course Materials:

There are two requirements for this class:

(1) Textbook: Operations Management: Processes and Supply Chains, 12th edition by Ritzman, Krajewski, Malhotra.

**Standalone MyLab Access Code:** ISBN-13: 9780134742366. **Package with Access Code and Loose Leaf:** ISBN-13: 9780134855424. Both versions come with e-book.

**MyLab access code is required for completing homework assignments and exams.** You can purchase either from bookstore or directly from the publisher when you register for MyLab.

(2) SAP exercises – successful completion (all 4 exercises each with 70% or above) is mandatory for passing this course.

## Grading:

There will be 3 exams (including final exam).

Test/ Assignment	Grade	Weightage for course grade
Homework Assignments	300	30%
SAP Exercises	200	20%
Exam 1	150	15%
Exam 2	150	15%
Final Exam (Comprehensive)	200	20%
Total	1000	100%

**Grades:** A = 90% and above, B = 80% - 89.9%, C = 70% - 79.9%, D = 60% - 69.9%, F = 0% - 59.9%.

Your final letter grade is based on your weighted score. Students are expected to keep track of their performance throughout the semester and seek guidance from available sources (including the instructor) if their performance drops below satisfactory levels.

**Important Dates:**

Classes begin..... August 23  
Census date .....September 3  
Last date to withdraw from course.....November 1  
Thanksgiving holidays.....November 22-27  
Last day of classes.....December 2  
Final exam date.....December 9

**Course Policies:**

**Expectations for Out-of-Class Study:**

A general rule of thumb is this: for every credit hour earned, a student should spend 3 hours per week working outside of class. Hence, a 3-credit course might have a minimum expectation of 9 hours of reading, study, etc. Beyond the time required to attend each class meeting, students enrolled in this course should expect to spend at least an additional 9 hours per week of their own time in course-related activities, including reading required materials, completing assignments, preparing for exams, etc.

**Homework Assignments:**

This is a very quantitative course. The best way to do well in this class is to understand the concepts and practice by working problems. All homeworks will be completed on the **MyLab website accessed through Canvas**. You will have up to 3 attempts for each question in homeworks. Due date are posted in the course schedule. **Late assignments will not be accepted.**

**SAP Exercises:**

There are four SAP exercises 50 points each. Completion of all 4 SAP exercises is mandatory. Score less than 70% in any individual exercise will result in an automatic F grade in MANA 3305. Do not wait until the last minute to try to complete the exercise. If you wait until the day it is due, there is a good chance you will not finish on time. Due dates are posted in the course schedule. **Late submission will not be accepted.**

An SAP User ID will be assigned to you through Canvas grade book. DO NOT use another person's ID number and DO NOT make up your own!! This could not only cause problems for your exercises but also for someone else. You may download SAP GUI on your PC or use the computers at SAP Lab or UT Tyler library. A Teaching Assistant will be available to help you if you encounter any difficulty. His/her contact information will be provided later in Canvas.

### **Exam Policy:**

We will have 3 exams in this class. **All exams will be taken using MyLab but must be accessed through Canvas.** The exams are a combination of concepts interpretation and problem-solving questions. More details will be posted on Canvas during the semester.

### **Make-up Exams:**

Make-up exams are generally not given. It is given only in emergency situation where adequate documentation is provided to the instructor. If you must be absent due to a University sanctioned event, you are responsible for notifying me with proper documentation and taking the exam early. Carefully review the class schedule and let me know the first week of class if there are any conflicts. See the University Catalog for additional information on University sanctioned absences.

### **College of Business Statement of Ethics:**

The ethical problems facing local, national and global business communities are an ever-increasing challenge. It is essential the College of Business and Technology help students prepare for lives of personal integrity, responsible citizenship, and public service. In order to accomplish these goals, both students and faculty of the College of Business and Technology at The University of Texas at Tyler will:

- Ensure honesty in all behavior, never cheating or knowingly giving false information.
- Create an atmosphere of mutual respect for all students and faculty regardless of race, creed, gender, age or religion.
- Develop an environment conducive to learning.
- Encourage and support student organizations and activities.
- Protect property and personal information from theft, damage and misuse.
- Conduct yourself in a professional manner both on and off campus.

### **Written Communication:**

Written Communication is a critical competency for today's business leaders. Students are encouraged to seek the services of The University of Texas at Tyler Writing Center.

<http://www.uttyler.edu/writingcenter/>

## **Student Rights and Responsibility:**

To know and understand the policies that affect your rights and responsibilities as a student at UT Tyler, please follow this link: <http://www2.uttyler.edu/wellness/rightsresponsibilities.php>

## **Grade Replacement/Forgiveness and Census Date Polices:**

Students repeating a course for grade forgiveness (grade replacement) must file a Grade Replacement Contract with the Enrollment Services Center (ADM 230) on or before the Census Date of the semester in which the course will be repeated. Grade Replacement Contracts are available in the Enrollment Services Center or at <http://www.uttyler.edu/registrar>. Each semester's Census Date can be found on the Contract itself, on the Academic Calendar, or in the information pamphlets published each semester by the Office of the Registrar.

Failure to file a Grade Replacement Contract will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates are eligible to exercise grade replacement for only three course repeats during their career at UT Tyler; graduates are eligible for two grade replacements. Full policy details are printed on each Grade Replacement Contract.

The Census Date is the deadline for many forms and enrollment actions that students need to be aware of. These include:

- Submitting Grade Replacement Contracts, Transient Forms, requests to withhold directory information, approvals for taking courses as Audit, Pass/Fail or Credit/No Credit.
- Receiving 100% refunds for partial withdrawals. (There is no refund for these after the Census Date)
- Schedule adjustments (section changes, adding a new class, dropping without a "W" grade)
- Being reinstated or re-enrolled in classes after being dropped for non-payment
- Completing the process for tuition exemptions or waivers through Financial Aid

## **State-mandated Course Drop Policy:**

Texas law prohibits a student who began college for the first time in fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at another 2-year or 4-year Texas public college or university. For purposes of this rule, a dropped course is any course that is dropped after the 12th day of class (See Schedule of Classes for the specific date).

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Exceptions to the 6-drop rule may be found in the catalog. Petitions for exemptions must be

submitted to the Registrar's Office and must be accompanied by documentation of the extenuating circumstance. Please contact the Registrar's Office if you have any questions.

### **Disability Services:**

In accordance with Section 504 of the Rehabilitation Act, Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA) the University offers accommodations to students with learning, physical and/or psychiatric disabilities. If you have a disability, including non-visible disabilities such as chronic diseases, learning disabilities, head injury, PTSD or ADHD, or you have a history of modifications or accommodations in a previous educational environment you are encouraged to contact the Student Accessibility and Resources office and schedule an interview with the Accessibility Case Manager/ADA Coordinator, Cynthia Lowery Staples. If you are unsure if the above criteria apply to you, but have questions or concerns please contact the SAR office. For more information or to set up an appointment please visit the SAR office located in the University Center, Room 3150 or call 903.566.7079. You may also send an email to [cstaples@uttyler.edu](mailto:cstaples@uttyler.edu)

### **Student Absence due to Religious Observance:**

Students who anticipate being absent from class due to a religious observance are requested to inform the instructor of such absences by the second class meeting of the semester.

### **Student Absence for University-sponsored Events and Activities:**

If you intend to be absent for a university-sponsored event or activity, you (or the event sponsor) must notify the instructor at least two weeks prior to the date of the planned absence. At that time the instructor will set a date and time when make-up assignments will be completed.

### **Social Security and FERPA Statement:**

It is the policy of The University of Texas at Tyler to protect the confidential nature of social security numbers. The University has changed its computer programming so that all students have an identification number. The electronic transmission of grades (e.g., via e-mail) risks violation of the Family Educational Rights and Privacy Act; grades will not be transmitted electronically.

## Campus Carry Policy:

We respect the right and privacy of students who are duly licensed to carry concealed weapons in this class. License holders are expected to behave responsibly and keep a handgun secure and concealed. More information is available at <http://www.uttyler.edu/about/campus-carry/index.php>.”

## Emergency Exists and Evacuation:

*Everyone is required to exit the building when a fire alarm goes off. Follow your instructor's directions regarding the appropriate exit. If you require assistance during an evacuation, inform your instructor in the first week of class. Do Not re-enter the building unless given permission by University Police, Fire department, or Fire Prevention Services.*

## Technical Support:

If you experience technical problems or have a technical question about this course, you can obtain assistance by emailing [itsupport@patriots.uttyler.edu](mailto:itsupport@patriots.uttyler.edu) or call 903.565.5555. When you email IT Support, be sure to include a complete description of your question or problem including:

- The title and number of the course
- The page in question
- If you get an error message, a description and message number
- What you were doing at the time you got the error message

***Please contact technical support before contacting your instructor. I am not a technical expert and they will be able to address your issues better and quicker than I can.***

## Plug-ins and Helper Applications

UT Tyler online courses use Java, JavaScript, browser plug-ins, helper application and cookies. It is essential that you have these elements installed and enabled in your web browser for optimal viewing of the content and functions of your online course. Always ensure that you are using the most update version for the browser you choose to access the online learning content.

**NOTE: Mozilla Firefox** is the recommended browser. (URL: <http://www.mozilla.org/en-US/firefox/new/>)

- **Adobe Reader** allows you to view, save, and print Portable Document Format (PDF) files. (URL: <http://get.adobe.com/reader/>)
- **Java Runtime Environment (JRE)** allows you to use interactive tools on the web. (URL: <http://www.java.com/en/download/>)

- **Adobe Flash Player** allows you to view content created with Flash such as interactive web applications and animations.  
(URL: <http://get.adobe.com/flashplayer/>)
- **QuickTime** allows users to play back audio and video files.  
(URL: <http://www.apple.com/quicktime/download/>)
- **Windows Media Player** allows you to view, listen and download streaming video and audio.  
(URL: <http://windows.microsoft.com/en-US/windows/products/windows-media-player>)
- **RealPlayer** allows you to view and listen to streaming video and audio.  
(URL: <http://www.real.com/>)



**Course Schedule:** This syllabus provides a general plan/schedule for this course. Based on the discretion of the instructor, deviations from the syllabus may be necessary as a responsive action to class progress and time constraints. You will be given sufficient notice before any changes are made to the syllabus.

Week	Chapter	Topic	Homework Assignment	SAP Assignment
Week 1 (08/23 – 08/29)	Intro + ch2	Syllabus / Course Introduction / Process Strategy and Analysis	Ch2 Assigned	
Week 2 (08/30 – 09/05)	ch3	Quality and Performance	Ch3 Assigned	
Week 3 (09/06 – 09/12)	ch4	Capacity Planning	Ch4 Assigned	All 4 exercises assigned
Week 4 (09/13 – 09/19)	ch5	Constraint Management	Ch5 Assigned	
Week 5 (09/20 – 09/26)	Exam 1 Review	HW assignments (ch2, 3, 4, 5) are due on Friday <b>September 24<sup>th</sup></b> by 11:59pm		
Week 6 (09/27 – 10/03)	<b>Exam 1 – Canvas (Tuesday September 28<sup>th</sup>)</b>			
	ch8	Forecasting	Ch8 Assigned	
Week 7 (10/04 – 10/10)	ch9	Inventory Management	Ch9 Assigned	
Week 8 (10/11 – 10/17)	ch10	Operations Planning and Scheduling	Ch10 Assigned	

Week 9 (10/18 – 10/24)	Exam 2 Review	HW assignments (ch8, 9, 10) are due on <b>Friday October 22nd</b> by 11:59pm		
Week 10 (10/25 – 10/31)	<b>Exam 2 – Canvas (Tuesday October 26<sup>th</sup>)</b>			
	ch12	Supply Chain Design	Ch12 Assigned	
	All SAP assignments are due on <b>Friday October 29<sup>th</sup></b> by 11:59 pm.			
Week 11 (11/01 – 11/07)	ch13	Supply Chain Logistic Networks	Ch13 Assigned	
Week 12 (11/08 – 11/14)	ch14	Supply Chain Integration		
Week 13 (11/15 – 11/21)	ch15	Supply Chain Sustainability	Ch14-15 Assigned	
Week 14 (11/22 – 11/28)	Thanksgiving Holiday			
Week 15 (11/29 – 12/05)	Final Exam Review	HW assignments (ch12, 13, 14-15) are due on Friday <b>December 3rd</b> by 11:59pm		
<b>Final Exam – Canvas (Thursday December 9<sup>th</sup>)</b>				