SCM 352–1003 OPERATIONS MANAGEMENT

CLASSES: SCM 352-1003 (85977) Friday: 08:30 am – 11:15 am BEH-122

REQUIRED TEXTBOOK: OM^5 by Collier/Evans, 2015, Cengage Learning, ISBN 978-1-285-45144-2
(You may also use the older edition, OM^4, OM^3 or OM^2)

PREREQUISITES: MGT 301 (Principles of Management) & ECO 261 (Statistical Methods) or HON 125H

COURSE OBJECTIVES: This course presents an overview of operations management, i.e. the management of conversion processes. Manufacturers must convert customers' requirements into producible designs that can be delivered in a timely manner. Likewise, service providers must manage the highly interrelated process of designing and delivering services to meet customers' expectations.

We begin the process of learning operations management by discussing theory and application. Theory will span from basic topics of operations management such as inventory control to strategic subjects including the role of operations management in improving a firm's competitive position. Although operations management deals with strategy formulation and management, we often find ourselves in situations that call for analytical tools. After sufficiently motivating the need for such tools, we will learn to use methods such as forecasting, scheduling, sequencing, inventory control, project management, and statistical process control to support operations decision-making.

We will also learn to use Microsoft Excel to solve operations management problems. Topics cover include Charts, Vlookup, PivotTable, PivotChart, Functions, and Conditional Formatting.

HOMEWORK: Discussion questions and problems are available at the end of each chapter. While these questions are not graded, students are strongly encouraged to complete the questions after they are discussed in class. If necessary, students should try to solve additional practice problems and sample quizzes from the student website of the textbook.

COURSE PROJECTS: Two course projects will be assigned and graded. These projects account for **8%** each of the course grade. Students may work individually or in teams of two students. You may work with a different teammate on each project. Projects are due at the beginning of class on the due date. Projects turn in between 15 minutes and 24 hours after the class has started are considered late projects. Late projects may be accepted at the discretion of the professor with a late penalty of 50%. Projects turn in 24 hours past the due date will not be accepted and will be assigned a score of zero.

ATTENDANCE: Attendance is mandatory and *PUNCTUALITY IS EXPECTED*. Students are strongly encouraged to obtain class notes from their classmates if they miss a lecture because the professor will not repeat the missed lectures or materials in class or in the office. However, students may discuss any missed lectures or materials with the professor during office hours, as long as they do not miss classes excessively without valid and documented excuses.

CLASSROOM CONDUCT: Students are absolutely not allowed to read newspaper, periodicals, or any other unrelated material in class. Disrupting class by engaging in conversations with classmates on topics unrelated to the course, coming to class late, or walking out during the class (for any reason other than an emergency) is inconsiderate to others and unacceptable. Please turn off your cell phone in class. If you must arrive late or leave early, please make prior arrangements with the professor. Individuals who fail to comply with the conduct will be asked to leave, and/or dropped administratively from the class.

CLASS PARTICIPATION: Questions and participation are strongly encouraged. Students should come to class prepared to contribute to class participation and the learning process. Students will be asked to answer questions from the textbook or from their personal knowledge and experience.

MAKE-UP ASSIGNMENTS: Students who missed a class due to observance of religious holidays or representing UNLV at an official extracurricular activity will be given the opportunity during the semester to make up missed assignments or exams. However, the student must notify the professor no later than the second week of the semester of his intention to participate in religious holidays that the state does not officially recognize. In the case of extracurricular activity, the student must provide official written notification to the professor at least a week prior to the missed class.

MAKE-UP EXAM: Make-up exams are strongly discouraged and will be given only in the case of emergency (e.g., illness that requires hospitalization or family emergency), or if prior arrangements have been made with the professor with a documented legitimate reason. A missed exam will be assigned a score of zero.

EXAMS: In addition to the course projects, there will be three exams. Students are not allowed to share a calculator or use their cell phones during the exam. Exams are based on lectures, PowerPoint slides, in-class discussion, textbook materials, homework assignments, and supplementary readings. Exams are closed book but you may use both sides of a 3"x5" note card for the exam. Note cards larger than 3"x5", regardless of the font size, will be confiscated. Additionally, any student who asks for a larger note card will automatically disqualify from using a note card for the exam. *Please don't forget to bring a Scantron sheet for each exam.*

MISCELLANEOUS: Absolutely no extra credit project will be assigned to any student…*please don't ask for an exception*!

GRADING: Grades for the course are based strictly on the following components. *Please do not ask for a better or worse grade for any other reason because it is unfair to the other students*.

Components of Course Grade		Course Grades	
Exam I	28 %	92.00 – 100.0	A
Exam II	28 %	90.00 – 92.99	A-
Exam III	28 %	88.00 – 89.99	B+
Project 1	8 %	82.00 – 87.99	B
Project 2	8 %	80.00 – 81.99	B-
Total:	100%	78.00 – 79.99	C+
		70.00 – 77.99	C
		60.00 – 69.99	D
		00.00 – 59.99	F

TENTATIVE CLASS SCHEDULE

DATE	TOPIC	ASSIGNMENT DUE
09/02 – F	Introduction Chapter 1 – Goods, Services, and Operations Management Chapter 2 – Value Chains	
09/09 – F	Chapter 3 – Measuring Performance in Operations Chapter 4 – Operations Strategy	
09/16 – F	Chapter 5 – Technology and Operations Management Chapter 6 – Goods and Service Design	
09/23 – F	**Exam 1: Chapters 1 – 6** (08:30 am – 10:00 am) Sample Excel Project 1 (10:00 am – 11:15 am)	
09/30 – F	Chapter 7 – Process Selection, Design, and Analysis Chapter 8 – Facility and Work Design	**Excel Project 1**
10/07 – F	Chapter 8 – Facility and Work Design Chapter 9 – Supply Chain Design	
10/14 – F	Chapter 10 – Capacity Management Chapter 11 – Forecasting and Demand Planning	
10/21 – F	Chapter 11 – Forecasting and Demand Planning Chapter 12 – Managing Inventories	
10/28 – F	Nevada Day Recess	
11/04 – F	**Exam 2: Chapters 7 – 12** (08:30 am – 10:00 am) Sample Excel Project 2 (10:00 am – 11:15 am)	
11/11 – F	Veterans Day Recess	
11/18 – F	Chapter 13 – Resource Management Chapter 14 – Operations Scheduling and Sequencing	**Excel Project 2**
11/25 – F	Thanksgiving Recess (Nov 24 - 25)	
12/02 – F	Chapter 15 – Quality Management Chapter 16 – Quality Control and SPC	
12/09 – F	Chapter 17 – Lean Operating Systems Chapter 18 – Project Management	
12/16 – F	**Final Exam: Chapters 13 – 18** (8:30 am – 10:00 am)	

UNLV Policies

Academic Misconduct—Academic integrity is a legitimate concern for every member of the campus community; all share in upholding the fundamental values of honesty, trust, respect, fairness, responsibility and professionalism. By choosing to join the UNLV community, students accept the expectations of the Student Academic Misconduct Policy and are encouraged when faced with choices to always take the ethical path. Students enrolling in UNLV assume the obligation to conduct themselves in a manner compatible with UNLV's function as an educational institution.

An example of academic misconduct is plagiarism. Plagiarism is using the words or ideas of another, from the Internet or any source, without proper citation of the sources. See the *Student Academic Misconduct Policy* (approved December 9, 2005) located at: https://www.unlv.edu/studentconduct/student-conduct.

Copyright—The University requires all members of the University Community to familiarize themselves **with** and to follow copyright and fair use requirements. **You are individually and solely responsible for violations of copyright and fair use laws. The university will neither protect nor defend you nor assume any responsibility for employee or student violations of fair use laws.** Violations of copyright laws could subject you to federal and state civil penalties and criminal liability, as well as disciplinary action under University policies. Additional information can be found at: http://www.unlv.edu/provost/copyright.

Disability Resource Center (DRC)—The UNLV Disability Resource Center (SSC-A 143, http://drc.unlv.edu/, 702-895-0866) provides resources for students with disabilities. If you feel that you have a disability, please make an appointment with a Disabilities Specialist at the DRC to discuss what options may be available to you. If you are registered with the UNLV Disability Resource Center, bring your Academic Accommodation Plan from the DRC to the instructor during office hours so that you may work together to develop strategies for implementing the accommodations to meet both your needs and the requirements of the course. Any information you provide is private and will be treated as such. To maintain the confidentiality of your request, please do not approach the instructor in front of others to discuss your accommodation needs.

Religious Holidays Policy—Any student missing class quizzes, examinations, or any other class or lab work because of observance of religious holidays shall be given an opportunity during that semester to make up missed work. The make-up will apply to the religious holiday absence only. It shall be the responsibility of the student to notify the instructor **within** the first 14 calendar days of the course for fall and spring courses (excepting modular courses), or **within** the first 7 calendar days of the course for summer and modular courses**,** of his or her intention to participate in religious holidays which do not fall on state holidays or periods of class recess. For additional information, please visit: http://catalog.unlv.edu/content.php?catoid=6&navoid=531.

Transparency in Learning and Teaching—The University encourages application of the transparency method of constructing assignments for student success. Please see these two links for further information:

https://www.unlv.edu/provost/teachingandlearning

https://www.unlv.edu/provost/transparency

Incomplete Grades—The grade of I—Incomplete—can be granted when a student has satisfactorily completed three-fourths of course work for that semester/session but for reason(s) beyond the student's control, and acceptable to the instructor, cannot complete the last part of the course, and the instructor believes that the student can finish the course without repeating it. The incomplete work must be made up before the end of the following regular semester for undergraduate courses. Graduate students receiving "I" grades in 500-, 600-, or 700-level courses have up to one calendar year to complete the work, at the discretion of the instructor. If course requirements are not completed within the time indicated, a grade of F will be recorded and the GPA will be adjusted accordingly. Students who are fulfilling an Incomplete do not register for the course but make individual arrangements with the instructor who assigned the I grade.

Library—Students may consult with a librarian on research needs. For this class, the subject librarian is https://www.library.unlv.edu/contact/librarians_by_subject. UNLV Libraries provides resources to support students' access to information. Discovery, access, and use of information are vital skills for academic work and for successful post-college life. Access library resources and ask questions at https://www.library.unlv.edu/.

Tutoring and Coaching—The Academic Success Center (ASC) provides tutoring, academic success coaching and other academic assistance for all UNLV undergraduate students. For information regarding tutoring subjects, tutoring times, and other ASC programs and services, visit http://www.unlv.edu/asc or call 702-895-3177. The ASC building is located across from the Student Services Complex (SSC). Academic success coaching is located on the second floor of the SSC (ASC Coaching Spot). Drop-in tutoring is located on the second floor of the Lied Library and College of Engineering TEB second floor.

UNLV Writing Center—One-on-one or small group assistance with writing is available free of charge to UNLV students at the Writing Center, located in CDC-3-301. Although walk-in consultations are sometimes available, students with appointments will receive priority assistance. Appointments may be made in person or by calling 702-895-3908. The student's Rebel ID Card, a copy of the assignment (if possible), and two copies of any writing to be reviewed are requested for the consultation. More information can be found at: http://writingcenter.unlv.edu/.

Rebelmail—By policy, faculty and staff should e-mail students' Rebelmail accounts only. Rebelmail is UNLV's official e-mail system for students. It is one of the primary ways students receive official university communication such as information about deadlines, major campus events, and announcements. All UNLV students receive a Rebelmail account after they have been admitted to the university. Students' e-mail prefixes are listed on class rosters. The suffix is always @unlv.nevada.edu. **Emailing within WebCampus is acceptable.**

Final Examinations—The University requires that final exams given at the end of a course occur at the time and on the day specified in the final exam schedule. See the schedule at: http://www.unlv.edu/registrar/calendars.