

University of North Texas at Dallas
Fall 2012
SYLLABUS

MGMT 3830, OPERATIONS MANAGEMENT		3 HRS	
Department of	MGMT/Management	Division of	Urban and Professional Studies
Instructor Name:	Subhro Mitra		
Office Location:	Building 2, Room 237		
Office Phone:	972 338 1808		
Email Address:	Subhro.mitra@unt.edu		
Office Hours:	Monday 1:00 PM - 4:00 PM Wednesday 4:00 PM – 7:00 PM Thursday 1:00 PM - 4:00 PM And by appointment		
Virtual Office Hours:			
Classroom Location:	DAL2 336		
Class Meeting Days & Times:	04:00 pm-06:50 pm Monday		
Course Catalog Description:	Introduction to the topics and mathematical techniques for solving problems in the design, planning, and controlling of manufacturing and service operations and quality. Analysis of technological issues of business activities and a systematic study of managerial and mathematical techniques for making goods and services.		
Prerequisites:			
Co-requisites:			
Required Text:	Stevenson, William J., Operations Management, 11 th edition, McGraw-Hill/Irwin, New York, NY.		
Recommended Text and References:	Additional readings may be assigned to various topics throughout the semester.		
Access to Learning Resources:	UNT Dallas Library: phone: (972) 780-3625; web: http://www.unt.edu/unt-dallas/library.htm UNT Dallas Bookstore: phone: (972) 780-3652; e-mail: 1012mgr@fheg.follett.com		
Course Goals or Overview:			
	Operations Management is concerned with the planning and decision-making activities associated with the management of an organization's operations and its supply chain; that is, managing what the firm does. The organization may be a provider of services, a producer of goods, or a combination of both. The organization may operate in the private sector or in the public sector.		
Course Goals or Overview:			
1	First, to help the student gain an exposure to the spectrum of Operations Management planning and decision-making activities.		
2	Second, to help the student to obtain insights into the basic trade-offs associated with Operations Management decisions.		
3	Third, to introduce a variety of tools and techniques for helping operations		

Course Outline

This schedule is subject to change by the instructor. Any changes to this schedule will be communicated by announcement in the blackboard.

TOPICS	TIMELINE
Chapter 1, 2,3	Week of Sep 3, Sep 10
Chapter 4, 5	Week of Sep 17, Sep 24, Oct 1
Chapter 6, 8 Exam 1 (Chapter 1, 2, 3, 4, 5, 6)	Week of Oct 8, Oct 15, Oct 22
Chapter 9,10	Week of Oct 29, Nov 5, Nov 12
Chapter 11, 12,13, 14	Week of Nov 19, Nov 26, Dec 3
Exam 2 (Chapter 8, 9, 10, 11, 12, 13)	Week of Dec 10

Course Evaluation Methods

This course will utilize the following instruments to determine student grades and proficiency of the learning outcomes for the course.

Exams – written tests designed to measure knowledge of presented course material

Class Participation – participation in case studies, participation in related student organization, discussion on related field trip and industry experience

Grading Matrix:

Instrument	Value (points or percentages)	Total
Exam 1	47.5 %	95
Exam 2	47.5 %	95
Class Participation/ Discussion	5 %	10
Total:		200

Grade Determination:

A = 400 – 360 pts; i.e. 90% or better

B = 320 – 359 pts; i.e. 80 – 89 %

C = 280 – 319 pts; i.e. 70 – 79 %

D = 240 – 279 pts; i.e. 60 – 69 %

F = 239 pts or below; i.e. less than 60%

University Policies and Procedures

Students with Disabilities (ADA Compliance):

The University of North Texas Dallas is on record as being committed to both the spirit and letter of federal equal opportunity legislation; reference Public Law 92-112 – The Rehabilitation Act of 1973 as amended. With the passage of new federal legislation entitled Americans with Disabilities Act (ADA), pursuant to section 504 of the Rehabilitation Act, there is renewed focus on providing this population with the same opportunities enjoyed by all citizens.

As a faculty member, I am required by law to provide "reasonable accommodations" to students with disabilities, so as not to discriminate on the basis of that disability. Student responsibility primarily rests with informing faculty of their need for accommodation and in providing authorized documentation through designated administrative channels. For more information, you may visit the Student Life Office, Suite 200, Building 2 or call 972-780-3632.

The Department of BLANK is committed to full academic access for all qualified students, including those with disabilities. In keeping with this commitment and in order to facilitate equality of educational access, faculty members in the department will make reasonable accommodations for qualified students with a disability, such as appropriate adjustments to the classroom environment and the teaching, testing, or learning methodologies when doing so does not fundamentally alter the course.

If you have a disability, it is your responsibility to obtain verifying information from the Office of Student Life and to inform me of your need for an accommodation. Grades assigned before an accommodation is provided will not be changed. Information about how to obtain academic accommodations can be found in UNTD Policy 7.004, Disability Accommodations for Students, and by visiting Student Life, building 2, Suite 200. 972-780-3632, studentlife@unt.edu.

Student Evaluation of Teaching Effectiveness Policy:

The Student Evaluation of Teaching Effectiveness (SETE) is a requirement for all organized classes at UNT. This short survey will be made available to you at the end of the semester, providing you a chance to comment on how this class is taught. I am very interested in the feedback I get from students, as I work to continually improve my teaching. I consider the SETE to be an important part of your participation in this class.

Exam Policy:

Exams should be taken as scheduled. No makeup examinations will be allowed except for documented emergencies (See Student Handbook).

Academic Integrity:

Academic integrity is a hallmark of higher education. You are expected to abide by the University's code of Academic Integrity policy. Any person suspected of academic dishonesty (i.e., cheating or plagiarism) will be handled in accordance with the University's policies and procedures. Refer to the Student Code of Academic Integrity at [http://www.unt.edu/unt-dallas/policies/Chapter%2007%20Student%20Affairs,%20Education,%20and%20Funding/7.002%20Code%20of%20Academic Integrity.pdf](http://www.unt.edu/unt-dallas/policies/Chapter%2007%20Student%20Affairs,%20Education,%20and%20Funding/7.002%20Code%20of%20Academic%20Integrity.pdf) for complete provisions of this code.

In addition, all academic work submitted for this class, including exams, papers, and written assignments should include the following statement:

On my honor, I have not given, nor received, nor witnessed any unauthorized assistance that violates the UNTD Academic Integrity Policy.

Bad Weather Policy:

On those days that present severe weather and driving conditions, a decision may be made to close the campus. In case of inclement weather, call UNT Dallas Campuses main voicemail number (972) 780-3600 or search postings on the campus website www.unt.edu/dallas. Students are encouraged to update their Eagle Alert contact information, so they will receive this information automatically.

Attendance and Participation Policy:

The University attendance policy is in effect for this course. Class attendance and participation is expected because the class is designed as a shared learning experience and because essential information not in the textbook will be discussed in class. The dynamic and intensive nature of this course makes it impossible for students to make-up or to receive credit for missed classes. Attendance and participation in all class meetings is essential to the integration of course material and your ability to demonstrate proficiency. Students are responsible to notify the instructor if they are missing class and for what reason. Students are also responsible to make up any work covered in class. It is recommended that each student coordinate with a student colleague to obtain a copy of the class notes, if they are absent.

Diversity/Tolerance Policy:

Students are encouraged to contribute their perspectives and insights to class discussions. However, offensive & inappropriate language (swearing) and remarks offensive to others of particular nationalities, ethnic groups, sexual preferences, religious groups, genders, or other ascribed statuses will not be tolerated. Disruptions which violate the Code of Student Conduct will be referred to the Office of Student Life as the instructor deems appropriate.

Optional Policies:

- *Use of WebCT/Blackboard*
- *Use of Cell Phones & other Electronic Gadgets in the Classroom*
- *Food & Drink in the Classroom*
- *Use of Laptops*
- *Grade of Incomplete, "I"*