

OM 366P
OPERATIONS PRACTICUM
Unique No. 04405
Spring 2014
Syllabus

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Course material on Blackboard

COURSE DESCRIPTION

The Operations Management Practicum provides a hands-on experience in tackling real-world consulting projects in operations. Working in a group of 4-6 students, you will manage a substantial project with an established firm in order to enhance your knowledge of operational strategy, process analysis and design, supply-chain management and total quality management. The spirit of the class will be very much “learning-by-doing.”

COURSE OBJECTIVES

1. Provide the student with an understanding of the operational challenges faced by managers in industry through a hands-on project.
2. Enhance the student’s skills in solving problems in collaborative environments.
3. Prepare the student for managing projects with demanding deadlines in a complex organization.
4. Provide opportunities to communicate and present their work both formally and informally in a professional environment.

LEARNING METHODOLOGY

From the beginning, we will focus on making rapid and substantial progress on projects through regular one-on-one meetings with the instructor and project sponsors. I will work very closely with the teams to offer help in solving the problem. However, it is your job to meet the high expectations of our sponsors as well as myself.

Course Materials

No specific books are needed. All needed materials will be distributed in class and/or provided on Blackboard.

PERFORMANCE EVALUATION

The final grade in this class will be based on your demonstrated performance as determined jointly by the collaborating firms and myself. Because each project will be performed as a team, all members of a team will receive the same score for all criteria except for the peer review, the evaluation of which is described below.

The criteria are weighted as follows:

- Project Statement of Work, Gantt Chart, & WBS (see description below) 20%
- Project progress reports (weekly) 20%
- Mid-term project review 10%
- Final project presentation 15%
- Final project final deliverable 15%
- Peer review 20%*

*The peer review can either decrease or elevate your grade relative to that of the team's.

Project Statement of Work, Gantt Chart, and Work Breakdown Structure (rough draft due Feb 6, final draft due Feb. 13)

A key deliverable for this class is the Statement of Work. This document is a statement of work outlining the project scope and detailed schedule (including deliverables for each week). It describes clearly what the project is and what it is not. The Gantt chart graphically outlines when each task will be performed. *A first draft of the document and the Gantt chart will be submitted to the project sponsors (the company sponsors and myself) by February 6th.* The work breakdown structure (complete with assigned names for each task) will be submitted only to the instructor. Discussions with the projects sponsors after submitting the rough draft will help you finalize the document. The final version of the documents is due on February 13. How to develop the SOW, WBS and Gantt chart will be presented in class. (Upload the documents to Blackboard and bring a paper copy to class on the due date.)

Project progress reports (beginning week of Feb. 20)

Beginning the week immediately after the final version of the SOW is turned in, each team will upload to Blackboard a weekly one-page progress report (as a Word attachment) that outlines the tasks completed during the week, percentage of the project work completed, roadblocks encountered, and outstanding issues. This will be due by 6:00 pm on the day of our weekly classes. *Late progress reports will only get partial grades.*

Mid-term project review (week of March 20)

A mid-term project review meeting will be held with the company executive sponsors as well as myself. The team will present its progress to obtain feedback and suggestions for the direction of future effort. It is up to the team to schedule this review at a time convenient to the sponsor. Please inform me of this time so that I may attend if available.

Final project presentation to the class (May 1st)

Each team will present its results during the last class session. The presentation grade will be based on both content and delivery. The purpose of these presentations is to develop the skill to make professional presentations.

Final project presentation to the Sponsor Company (Week of April 28)

Each team is required to make a final presentation to the sponsor company. The team is responsible for establishing the date, time and place for this meeting. If possible the meeting should take place during the week of April 28, 2014 but no later than May 1, 2014. Of course the timing is based on the availability of the corporate sponsor. It is advised that this date be set far in advance to assure availability. Inform me of this date when it is established and let me know if you need meeting space on campus.

Class project final deliverable (May 1)

The project final deliverable may be a report, a white paper, a case study, or a decision support tool, or some combination of these items as agreed upon by the corporate sponsor and myself. The quality of these tools will be assessed jointly by the company sponsors and myself. The process followed during the project will also be considered in awarding the final grade.

Peer Reviews (May 1)

Teamwork is a crucial element of this class. Each consulting practicum will be performed as a team. Your evaluations will also depend on how well you work as a team. That said, your final individual grade on the team project will also depend on **an evaluation of your team participation** by your fellow team members. The team evaluations will be anonymous and confidential (seen only by the instructor). You will assess each team member (including yourself) based on the following criteria:

- **Participation in team events:** did the team member participate in most, if not all of the assigned team assignments?
- **Fair workload:** did the team member take on his or her share of the overall work load?
- **Quality of work:** was the quality of the team member's work high, adequate, or inadequate (required re-working by another team member). Evaluate written work, presentation skills, and in-class exercises.

- Team interaction skills: did the team member interact effectively with other members of the team? Did the member handle conflicts constructively? Did the member communicate often with other team members?

Other Deliverables as Required by Sponsor Company

Your project sponsor may require additional deliverables that you are responsible for.

SCHOLASTIC DISHONESTY

I take honesty and integrity very seriously. I will follow up on issues according to university rules. You can refer to the website at <http://deanofstudents.utexas.edu/sjs/> for more information. Students who violate University rules on scholastic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and/or dismissal from the university. Since dishonesty harms the individual, all students, and the integrity of the University, policies on scholastic dishonesty will be strictly enforced.

STUDENTS WITH SPECIAL NEEDS

The University of Texas at Austin provides upon request appropriate accommodations for qualified students with disabilities. For more information contact the Office of the Dean of Students at 471-6259 or 471-4641 TTY.

If for some reason you need special assistance during the course please let me know so accommodations can be made.

Detailed Course Schedule

January 16

Course Introduction and Expectations

Project Descriptions

Elements of a Project

E-mail me your project preferences by 5pm on January 20

January 23

Course Projects and Teams Assigned

Preparing a Statement of Work (SOW)

Creating a Work Breakdown Structure (WBS)

Developing a Gantt Chart

Contact your sponsor before next class on January 30

January 30

In class work session developing your SOW, WBS and Gantt chart

February 6

Rough draft of SOW and Gantt Chart due to me and your sponsor. WBS with assigned names for each task submitted only to me. Upload all three to blackboard, email to sponsor (or other agreed upon method) and bring paper copy to class

February 13

Final draft of SOW and Gantt Chart due to me and your sponsor. WBS with assigned names for each task submitted only to me. Upload all three to blackboard, email to sponsor (or other agreed upon method) and bring paper copy to class.

February 20 through April 24

No formal class meeting

I will schedule group meetings as needed.

Progress reports must be uploaded to Blackboard by 6pm on the class day. (only one per group is required)

Week of March 24

Mid-term project review to present progress and obtain feedback and suggestions for the direction of future effort from project sponsor and myself. (It is up to the individual group to schedule a time convenient to the project sponsor)

Week of April 10

Discuss with sponsor a date, time and location for final presentation to them. Let me know that information. I can schedule a meeting room on campus if necessary. The earlier you can get this scheduled the better, but final presentation must be complete by May 1st.

May 1

Final Project Presentation to entire class during scheduled course time. It is up to the project team to schedule a final presentation date and time with the sponsor as discussed above. All sponsor presentations must be completed by May 1, 2014

Final deliverable due

Peer Review Due.