OM 366 P
OPERATIONS PRACTICUM
Mary Ann Anderson
Fall 2019
Syllabus

Instructor: Mary Ann Anderson
Classroom: UTC 1.104 (Weekly Team meetings will take place in CBA 5.326)
Office: CBA 6.492
Mailbox: IROM Office
Office Hours: As scheduled with Teams, or by appointment.
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Course material on Canvas

COURSE DESCRIPTION
The Operations Management Practicum provides a hands-on experience in tackling real-world consulting projects in operations. Working in a groups, 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 Canvas.

Non-Disclosure Agreement
You will be required to sign a NDA with your project sponsor company. If you have a conflict with signing such an agreement see me immediately.

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%
- Final project deliverable 30%
- Peer review 30%*

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

Project Selection, Information Sheet and Resume
Upload to Canvas by Tuesday September 3rd, 6pm

Project Statement of Work, Gantt Chart, and Work Breakdown Structure (rough draft due September 24, final draft due October 1)
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 statement of work, work breakdown structure and the Gantt chart will be submitted to the project sponsors (the company sponsors and myself). Discussions with the projects sponsors after submitting the rough draft will help you
finalize the document. How to develop the SOW, WBS and Gantt chart will be presented in class and examples are posted on Canvas.

**Project progress reports (beginning week of September 17th)**
Each team will complete 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. **Progress reports must be uploaded to Canvas every Monday by 10am. Please bring a copy to our meeting. (only one per group is required)**

**Final project presentation to the Sponsor Company (Week of December 3rd)**
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 December 3, but no later than December 16. 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 (Before December 16)**
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 (December 5)**
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.
Detailed Course Schedule (Dates may Change)

August 29
- Course Introduction and Expectations
- Project Descriptions
- Elements of a Project
- Preparing a Statement of Work (SOW)

**Upload to Canvas your project preferences, information sheet and Resume by 6pm on September 3rd**

September 3
- Creating a Work Breakdown Structure (WBS)
- Developing a Gantt Chart

September 5
- **Project Teams Assigned**
- **Contact Sponsor ASAP**
- OM Review

September 10
- Work on SOW, WBS and Gantt Chart

September 17 (Start weekly progress reports)
- No formal class meeting beginning today
- I will schedule weekly meetings with each team during the class period
- **Progress reports must be uploaded to Canvas by the time of our weekly meeting and bring a copy to our meeting. (only one per group is required)**

September 24
- **Rough draft of SOW, WBS and Gantt Chart due to me and your sponsor.** Upload all three to Canvas, email to sponsor (or other agreed upon method) and bring paper copy to our weekly meeting.

October 1
- **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 canvas, email to sponsor (or other agreed upon method) and bring paper copy to our next meeting.

ASAP
- **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 December 16.

December 5

Final Class: We will all meet at the schedule time in the assigned class room. 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 December 16th.

Peer Review Due.

Before December 16

Final Deliverables Due. The deliverables will be determined by the sponsor.

IMPORTANT NOTIFICATIONS:

Students with Disabilities
Students with disabilities may request appropriate academic accommodations from the Division of Diversity and Community Engagement, Services for Students with Disabilities, 512-471-6259, http://diversity.utexas.edu/disability/.

Religious Holy Days
By UT Austin policy, you must notify me of your pending absence at least fourteen days prior to the date of observance of a religious holy day. If you must miss a class, an examination, a work assignment, or a project in order to observe a religious holy day, you will be given an opportunity to complete the missed work within a reasonable time after the absence.

Policy on Scholastic Dishonesty
The McCombs School of Business has no tolerance for acts of scholastic dishonesty. The responsibilities of both students and faculty with regard to scholastic dishonesty are described in detail in the BBA Program’s Statement on Scholastic Dishonesty at http://my.mccombs.utexas.edu/BBA/Code-of-Ethics. By teaching this course, I have agreed to observe all faculty responsibilities described there. By enrolling in this class, you have agreed to observe all student responsibilities described there. If the application of the Statement on Scholastic Dishonesty to this class or its assignments is unclear in any way, it is your responsibility to ask me for clarification. 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, the integrity of the University, and the value of our academic brand, policies on scholastic dishonesty will be strictly enforced. You should refer to the Student Judicial Services website at http://deanofstudents.utexas.edu/sjs/ to access the official University policies and
procedures on scholastic dishonesty as well as further elaboration on what constitutes scholastic dishonesty.

**Campus Safety**

Please note the following recommendations regarding emergency evacuation, provided by the Office of Campus Safety and Security, 512-471-5767, [http://www.utexas.edu/safety](http://www.utexas.edu/safety):

- Occupants of buildings on The University of Texas at Austin campus are required to evacuate buildings when a fire alarm is activated. Alarm activation or announcement requires exiting and assembling outside.
- Familiarize yourself with all exit doors of each classroom and building you may occupy. Remember that the nearest exit door may not be the one you used when entering the building.
- Students requiring assistance in evacuation should inform the instructor in writing during the first week of class.
- In the event of an evacuation, follow the instruction of faculty or class instructors.
- Do not re-enter a building unless given instructions by the following: Austin Fire Department, The University of Texas at Austin Police Department, or Fire Prevention Services office.
- Behavior Concerns Advice Line (BCAL): 512-232-5050 (or [https://operations.utexas.edu/units/csas/bcal.php](https://operations.utexas.edu/units/csas/bcal.php)).
- Further information regarding emergency evacuation routes and emergency procedures can be found at: [http://www.utexas.edu/emergency](http://www.utexas.edu/emergency).