Course Description:
Operations management (OM) is the management science that studies how to organize work to maximize an organization’s objectives. Most management sciences take the inner workings of an organization as given, and study the interactions of the organization with the outside world; they study how to invest the acquired profits in financial markets (Finance), how to communicate with consumers (Marketing), how to measure and report performance to investors, creditors, and regulators (Accounting), and how to position the organization in a competitive world (Strategy). In contrast, OM studies how the inner workings of the organization should be designed in order for the organization to produce the best products and services it can.

This course is primarily meant to equip you with three fundamental OM skills: Process Analysis, Inventory Management, and Quality Control. With Process Analysis, you will learn to evaluate the performance of business processes, as well as how to identify opportunities for improvement. With Inventory Management you will learn to recognize the different types of inventory in a supply chain and the reasons for its accumulation, as well as tools for deciding how much inventory a business should hold under different circumstances. Finally, with Quality Control you will learn how to measure and control the quality of the output of a business process. Throughout the course, you will also be exposed to the more advanced topics of Queueing (how to measure and reduce waiting times), Revenue Management (how to manage prices and product availability), and Supply Chain Coordination (how to establish mutually beneficial relationships among partners in a supply chain).

The tools covered in this class serve as the basis for all other OM subjects (service management, healthcare operations, pricing and revenue management, project management, etc.), and are an essential part of business education regardless of major.

Course Materials:
- Canvas: Lecture notes, homework assignments, homework solutions, handouts etc. will be posted on Canvas. Lecture notes will be usually posted after class and handouts before class.
- Course package (cases): Will be available at the GSB Copy Center.

Communication:

- Email: All course-related emails must start with `\[OM 335\]` in the subject line. Please also cc the TA on all your emails to me (see email address above). The TA and instructor will then make sure to answer those questions and concerns. Both of these are important; it ensures no emails are lost and you receive a response in the fastest and most efficient manner.
- Office hours: Please utilize office hours. Prior experience has shown that students who take advantage of office hours benefit greatly. Also, try both the instructor’s and the TA’s office hours; sometimes even listening to the same explanation worded differently can help with understanding the material.

Grades:

Letter grades for the course will be based on relative performance and will be in line with other similar McCombs courses. That is, there will be about 35% A’s (A and A-), 50% B’s (B+, B, and B-), and 15% C’s (C+, C, and C-) and below.

The numerical grade will be computed as follows:

- Presentations 10%
- Homework 20%
- Exam I 20%
- Exam II 20%
- Exam III (Final) 30%

A few notes on each of these components:

- Presentations and Homework [10%+20%]:
  - Student groups: Presentations and homework are group assignments. The point of this is to encourage you to discuss the materials with your classmates. Students should form groups of five members each by the end of the first week of class, and each group should email its composition to the teaching assistant (see email address above) as soon as it is formed. Each group will be then given a group ID by the TA (e.g., 03875-01).
  - Homework: For each homework, a single grade will be assigned to each group and so only one submission is required per group per assignment. For each submission please remember to provide the names of all group members, the homework number (e.g., Homework 1) and the group ID provided to you by the TA (e.g., 03875-01).
  - Homework due dates: Assignments will become available as we complete each topic, and students will have a week to complete them for full credit. They must be submitted by the beginning of the class those are due. There will be a 10% penalty for each day of late submission.
  - Homework submission format: Submissions can be either typed or hand-written as long as they are legible. You should provide formulas, steps, or reasons to support your solutions to get full credit.
  - Presentations: All student groups will be assigned to present a part of the course material to the rest of the class in review sessions before each exam. For example, after we are done with the discussion of Process Management, the instructor could split the material on Process Management among four student
groups, and give 15 minutes to each group to present their take on the material they were assigned. The
groups are encouraged to be creative and come with their own examples, exercises, applications, etc. that
they think would best convey the message. These are meant to further facilitate discussion in the
classroom about the material, but also help you develop your ability of cleanly and concisely presenting
advanced topics. The groups presenting will be notified at least two weeks prior to the presentation date,
and should send a deck of slides with their presentation material to me and the TA three days before the
presentation date. Effort (how well the slides are made, how well-rehearsed the presentations appears,
etc.) will be a major factor on how these presentations are graded.

- Exams [20%+20%+30%]:
  - Nature: Exams will be will be closed books and closed notes, and will be taken during class time (see
tentative class schedule below). Exams may contain a mixture of true/false, multiple choice, short answer,
and analytical problems. Do remember to bring your calculator to be faster with computations. Exam I will
cover all material taught up to the date of Exam I, Exam II will cover everything taught between the date
of Exam I and the date of Exam II, and Exam III will cover everything taught between the date of Exam II
and the date of Exam III. Please note that in order to understand the material required for Exam III, one
needs to have a good grasp of the material required for Exam I and Exam II.
  - Missing an Exam: If you miss an exam because of an emergency, you must first clear your absence through
Student Emergency Services (SES) [http://deanofstudents.utexas.edu/emergency/]. After you go through
SES, whether or not you will be offered a make-up exam is entirely at the discretion of the instructor. The
default is that a missed exam receives a grade of zero.

Attendance/Participation:
Class participation and attendance are not part of the grade. The point of this policy is not to penalize you if you
have a good reason to miss a class. However, students are expected to know everything covered or assigned in
class. If you miss a class, make sure you get notes and discuss the material with your classmates. Past experience
has shown that students who do not miss class perform better on average. Moreover, if you choose to attend a
lecture, you are expected to be respectful of the instructor and their classmates and to not disturb the class. That
means: no electronic devices (laptops, mobile phones, etc.), and no talking with your classmates. Students who do
not adhere to this policy will be asked to leave the classroom.

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 Policy Statement on
Scholastic Dishonesty for the McCombs School of Business Dishonesty which can be found at
http://www.mccombs.utexas.edu/BBA/Code-of-Ethics.aspx:

By teaching this course, I have agreed to observe all of the faculty responsibilities described in that document. By
enrolling in this class, you have agreed to observe all of the student responsibilities described in that document. If
the application of that Policy Statement to this class and its assignments is unclear in any way, it is your
responsibility to ask me for clarification. Policy on Scholastic Dishonesty: 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. You should refer to the Student Judicial
Services website at [http://deanofstudents.utexas.edu/sjs/](http://deanofstudents.utexas.edu/sjs/) or the General Information Catalog to access the official University policies and procedures on scholastic dishonesty as well as further elaboration on what constitutes scholastic dishonesty.

**Course Websites & Student Privacy:**
Password-protected class sites will be available for all accredited courses taught at The University of Texas. Syllabi, handouts, assignments and other resources are types of information that may be available within these sites. Site activities could include exchanging emails, engaging in class discussions and chats, and exchanging files. In addition, class e-mail rosters will be a component of the sites. Students who do not want their names included in these electronic class rosters must restrict their directory information in the Office of the Registrar, Main Building, Room 1. For more see: [http://www.utexas.edu/student/registrar/catalogs/gi02-03/app/appc09.html](http://www.utexas.edu/student/registrar/catalogs/gi02-03/app/appc09.html).

**Students with Disabilities:**
The University of Texas at Austin provides upon request appropriate academic accommodations for qualified students with disabilities. For more information, contact the Office of the Dean of Students at 471-6259, 471-4641 TTY. Students with disabilities should inform the faculty about the Office of the Dean of Students’ recommended accommodations no later than the second week of the semester. Students with disabilities may also request appropriate academic accommodations from the Division of Diversity and Community Engagement, Services for Students with Disabilities, 512-471-6259, [http://www.utexas.edu/diversity/ddce/ssf/](http://www.utexas.edu/diversity/ddce/ssf/).

**Religious Holy Days:**
UT Austin policy mandates you must notify the instructor 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.

**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
- Further information regarding emergency evacuation routes and emergency procedures can be found at: [http://www.utexas.edu/emergency](http://www.utexas.edu/emergency).
**Tentative Course Schedule:**

The following is a *tentative* schedule of lectures and deliverables for the semester. *This is subject to change.* When there are major changes (e.g., a change in an exam date), you will be notified; a current schedule will always be available on the Canvas course website.

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