OPRE 6302: OPERATIONS MANAGEMENT (Spring 2026)

(Last updated on January 13, 2026)

COURSE INFORMATION:

Course number	: OPRE 6302
Section	: MBC
Course Title	: Operations Management
Term	: Spring 2026
Instruction mode:	: Face-to-face (*)
Meeting times	: Wednesdays 9:00 am-11:45 am, Dallas time
Meeting place	: JSOM 2.117
Instructor	: Dorothee Honhon
Office	: JSOM 3.203
Email	: dorothee.honhon@utdallas.edu
Website	: https://dorotheehonhon.com/
Phone	: (972) 883-5947 (forwarded to my cellphone via MS Teams)
Office Hours	: Tuesdays 11am- 12noon on MS Teams (and by request in SOM 3.203)
TA	: Mohammed **Zumar** Ali Hassan (MS in Supply Chain Management student)
Email	: MohammedZumarAli.Hassan@UTDallas.edu
Office hours	: TBD

(*) For this particular course, the **Face-to-face** instruction mode is implemented as follows: the course will be taught in person on the UT Dallas campus. All students are expected to attend class in person in order to take part in the live quizzes for class participation credit. The lectures will also be streamed live on MS Teams and recorded. Students who, for any reason, are not able to make it to class on a given week are welcome to stream the live lectures; however, otherwise pre-agreed with the instructor, their participation in the live quizzes will not be validated for class participation credits. Each week, the recording of the lecture will be made available to all students (in two parts) shortly after the end of class time.

ABOUT THE INSTRUCTOR:

Dr. Dorothée Honhon is a Professor of Operations Management at the Jindal School of Management (JSOM) of the University of Texas at Dallas. Her pronouns are She/Her/Hers. She received Undergraduate and Master's degrees in Business Administration from the University of Liege, in Belgium (2000) and a Ph.D. in Operations Management from New York University (2006). Prior to her position at UT Dallas, she worked at the McCombs School of Business of the University of Texas at Austin (2006-2011) and the Eindhoven University of Technology, in the Netherlands (2011-2013). At UT Dallas, she teaches OPRE 6302 Operations Management and OPRE 6341 Retail Operations. In 2010, she received the Regents' Outstanding Teacher Award from the Board of Regents of the University of Texas system, in 2011, she received the Trammell/CBA Foundation Teaching Award for Assistant Professors, in 2018, she received the Outstanding Graduate Teaching Award in 2017-18 from the Naveen Jindal School of Management and in 2021 she received the OWLIE for Faculty of the Year (Graduate).

She is the Associate Dean for Sustainability & Societal Impact at the Naveen Jindal School of Management and was recently the chair of the Sustainability Committee at UT Dallas. She is the President of the *Manufacturing and Service Operations Management* society, the Vice-President of the PRIDE forum of INFORMS and the faculty advisor for the Price@JSOM student organization. She is the Past President of the Women in OR/MS (a.k.a. WORMS) forum from INFORMS. She is an Associate Editor at the *Management Science journal,* a Department Editor at the *Manufacturing and Service Operations Management journal* and a Senior Editor at the *Production and Operations Management* journal. Her research interests include inventory management, food waste minimization, assortment planning, retail operations, sustainability in supply chains and diversity, equity & inclusion.

In her spare time, Dorothée loves to spend time with her two kids Elsa (16 years old) and Jonah (13 years old) and two cats, practice yoga, run long distances and tend to her many outdoor and indoor plants. She loves scented candles, pretzels and anything coconut-flavored.

COURSE DESCRIPTION AND OBJECTIVES:

Operations Management (OM) is the cost-effective management of resources to achieve organizational goals. OM focuses on the systematic planning, design, operation, control, and improvement of the processes which produce goods and deliver services. Managing operations is vital to every type of organization, for it is only through effective and efficient utilization of resources that an organization can be successful in the long run. This is especially true today, when we see that significant competitive advantages accrue to those firms that manage their operations effectively.

The main student learning objectives of this course are:

- The student should gain an understanding of the crucial importance of operations management in today's business environment.
- The student should be able to determine performance measures of manufacturing/service processes/systems in key operational dimensions. The student should also know what factors affect these measures, how these measures can be calculated and how these measures can be improved.
- The student should be able to describe and explain services, manufacturing, just in time, and total quality management strategies.
- The student should be able to derive and compute optimal decisions, and performance measures such as costs and profits.
- The student should develop analytical thinking in operations practices.

COURSE MATERIALS:

Required Course Materials

- Case packet: Available for purchase online at: https://hbsp.harvard.edu/import/1378609 (registration with Harvard Business Publishing is required). It contains case studies we will discuss in class.
- Book: please read one of the two following books:
  - "The Goal: A Process of Ongoing Improvement" by Goldratt and Cox. North River Press. Any edition is fine (including the Audiobook)
  - "The Goal: A Business Graphic Novel" by Eliyahu M. Goldratt , Dwight Jon Zimmerman & Dean Motter. North River Press Publishing, 2017.

  Please read (or listen to) the entire book by class time on **March 4.**

  The first book is the original novel written originally in 1984 (or a revised edition thereof). It is a novel about Operations Management which illustrates a lot of the important concepts from the course. Your instructor believes it is still a great resource for further understanding these concepts in the context of a manufacturing process. However, she finds that some of the background storyline is outdated, especially in how it portrays gender roles and stereotypes. If you chose to read (or listen to) this version of the book, please keep this disclaimer in mind.

  The second book is a graphic novel version which was developed in 2017 based on the original novel. It covers most of the important concepts from the course and has been mostly stripped of the controversial aspects of the book. Being a graphic novel (comic book), it is a faster read but does not include as much detail as in the original book.

- Course slides: Available via eLearning (see below).

COURSE PLATFORMS:

eLearning https://elearning.utdallas.edu

This course will use **eLearning** (Blackboard) substantially. Students will use their UTD NetID to access eLearning. Students will find the following on the course website:

(a) Course Notes: Before each lecture, a PDF version of the slides will be posted. These slides will be incomplete and students will be expected to fill in the blanks in class. Completed slides (containing the annotations made by the instructor during the lecture) will be posted by the end of each class day.

(b) Assignments and Solutions: Homework assignments will be posted at least five days before their due date. Solutions will be made available immediately after the due date/time has passed. Sample assignments (with solutions) are also provided for students to review before attempting the actual homework.

(c) Practice problems and exams: Before each exam, two versions of a practice exam will be posted, with the exact same number of questions and level of difficulty as the actual test. Further practice problems (with solutions) will also be made available.

(d) Forums (discussion board): Students are invited to ask questions on the material via the eLearning Discussion Board. They can also post comments, criticisms and suggestions anonymously regarding the course and the instructor.

(e) Grades: Grades on quizzes, exams and assignments will be posted on eLearning.

Microsoft Teams

It is possible for students to stream the lectures live using **Microsoft Teams** using the link posted on eLearning. Instructions on how to access a Course Meeting in Teams can be found here. However, unless pre-agreed with the instructor, students must be physically present in the classroom in order to earn class participation credits during each session.

Recordings of the sessions (with transcripts and close captioning) will be made available (in two parts – before and after the break) shortly after each session.

University Policy on Class Recordings: The instructor may record meetings of this course. Any recordings will be available to all students registered for this class as they are intended to supplement the classroom experience. Students are expected to follow appropriate University policies and maintain the security of passwords used to access recorded lectures. Unless the AccessAbility Resource Center has approved the student to record the instruction, students are expressly prohibited from recording any part of this course. Recordings may not be published, reproduced, or shared with those not in the class, or uploaded to other online environments except to implement an approved AccessAbility Resource Center accommodation. If the instructor or a UTD school/department/office plans any other uses for the recordings, consent of the students identifiable in the recordings is required prior to such use unless an exception is allowed by law. Failure to comply with these University requirements is a violation of the Student Code of Conduct.

PERFORMANCE EVALUATION:

Students' grade will be assessed through homework assignments, exams and class participation. Below is a description of how the various types of assignments and tests contribute to the students' grade, as well as a description of each type of graded work.

	% of final grade
Exam I	30%
Exam II	30%
Homework assignments	30%
Class participation (live quizzes)	10%

Extra credit work will not be given under any circumstance. The following grading scheme for assigning letter grades is provided as a guideline. The actual grading scheme may differ based on the relative performance of students in the class.

Final grade	Letter grade
[93-100]	A
[90-93)	A-
[87-90)	B+
[83-87)	B
[80-83)	B-
[70-80)	C+
[60-70)	C
[0,60)	F

Exams

There will be two exams, each worth 30% of the final grade. Exam I will cover the material from sessions 1-7 and Exam II will cover the material from sessions 9-15. Exams will take place in the regular classroom, not at the testing center. The maximum duration for each exam is 2 hours and 45 minutes.

The exams are **open book and open notes. You may use a scientific calculator, Excel and Word but, all AI tools are prohibited during the exams – all devices (laptops, tablets,…) will need to be off WIFI during the exams and cellphones may not be used.**

Any concern regarding the grading of exams should be addressed directly to the instructor, not the TA, no later than two weeks after the graded exam was returned in class.

Homework Assignments

There are 15 homework assignments (numbered 0 to 14) throughout the semester. Most weeks, there is a homework assignment due on **Wednesday at 9 am** (see schedule below), i.e., at the start of the lecture. Solutions to the homework assignments will be available on eLearning immediately after the due date/time has passed; therefore, no late submission will be accepted.

Homework 0 pertains to the syllabus and is designed to make sure that students understand the rules and expectations for the course. Homework 14 is a bonus optional assignment which is worth up to 4 bonus points.

Students may work either individually or in teams on all assignments. If in teams, each student in the team must participate in the homework and contribute a fair share of the workload and should submit their own assignment via eLearning.

Homework assignments are graded by the TA. Points will be given for effort, correctness of the answers and presentation. The final grade on assignment is between 0 and 10. Any concern regarding the grading of homework assignments should be addressed directly to the TA and not to the instructor, no later than one week after the graded assignment was returned.

When computing the average grade on homework assignments, the two lowest grades will be dropped. In other words, the students' final score will be the average of their best 12 scores from homework assignments 0 to 13 (each homework assignment having equal weight). The optional bonus homework assignment 14 is worth up to 4 bonus points (a bonus point = 0.1 point on the student's final score). Students are strongly encouraged to turn in every assignment, as they form the best preparation for the exams.

Class participation

Class participation points can be earned by taking part in live quizzes during the lectures and from asking/answering questions during the lectures, on eLearning or via email.

The live quizzes are implemented using an interactive response system (Kahoot) which provides real-time feedback to the instructor during class (at no cost to the students). Student use their cellphone or laptop to take part in the live quizzes. There should be 13 live quizzes throughout the semester (the one in Session 1 does not count for credit). Each quiz contains 10 questions based on the material. Students must answer at least 9 questions (correctly or incorrectly) to earn the maximum score of one point on a live quiz, otherwise their score is zero. Each class, the three students with the highest scores on the live quiz will receive bonus points (a bonus point = 0.1 point on the student's final score): three bonus points for the 1st place student, two bonus points for the 2nd place student and one bonus point for the 3rd place student.

Students must be present physically in the classroom in order to take part in the live quizzes. Although it is technically possible to answer the questions remotely, a student who was not in the classroom will receive a score of zero on the live quiz (unless otherwise pre-agreed with the instructor). At the end of the semester, when computing the average score on quizzes, the lowest 3 scores will be dropped. In other words, the final total score on the quizzes will be the average of the highest 10 scores obtained by a student.

To the average score on quizzes, extra points on class participation will be given at the discretion of the instructor based on the students' participation activity such as raising their hand during the live lectures, speaking up, answering and asking questions out loud. All students can also earn extra points by posting on the eLearning discussion board and sending relevant emails to the instructor.

Bonus points

A bonus point is worth 0.1 and is added to the student's final score in the course out of 100.
Students can earn bonus points from the live quizzes as described above.

Students can also earn a bonus point if they are the first person to notify the instructor about a significant mistake in the course material (slides, formula sheet, solutions to an assignment etc.). Note that spelling or English mistakes or errors in the transcripts of the video lectures do not count as not significant errors.

Bonus points can no longer be earned after Exam II has taken place.

COURSE SCHEDULE:

The following is a tentative schedule of meetings, readings, and deliverables for the semester. This is subject to change. Students will be notified via email if there is a major change. A current schedule will always be available on the eLearning course website.

	Date	Topic	Reading	Hw due
1	Jan 21	Introduction + Process Analysis (Part I)		
2	Jan 28	Process Analysis (Part II)	Kristen's cookies Co.	HW0, HW1
3	Feb 4	Process Analysis (Part III)		HW2
4	Feb 11	Process Analysis (Part IV)		HW3
5	Feb 18	Process Analysis (Part V)	University Health Services: Walk-in Clinic	HW4
6	Feb 25	Project Management		HW5
7	Mar 4	The Goal + Review session		HW6
8	Mar 11	Exam I		
	Mar 18	*** No class (Spring break) ***		
9	Mar 25	Quality Management	Toyota Motor Manufacturing, U.S.A., Inc. + 1990 : 2010	HW7
10	Apr 1	Inventory Management – EOQ model	Blanchard Importing and Distribution Co.	HW8
11	Apr 8	Inventory Management – Newsvendor model		HW9
12	Apr 15	Supply Chain Management: Beer game		HW10
13	Apr 22	Linear Programming (part I)		HW11
14	Apr 29	Linear Programming (part II)	Petro Refinery LLC: Linear Programming Exercise	HW12
15	May 6	Linear Programming (part III) + Review session		HW13
16	TBD	Exam II		HW14(*)

Exam II will take place during exam week – May 11-15. The exact date/time will be communicated as soon as it is decided by UTD administration.

(*) Homework 14 is optional (for up to 4 bonus points).

COURSE POLICIES:

- Extra credit work will not be given under any circumstance.
- Offering a make-up exam for a missed exam or scheduling it at a different time is entirely at the discretion of the instructor. Students with legitimate reasons and letters of proof can request to take make-up exams.
- No late homework assignments will be accepted under any circumstance.
- Students are to follow the principles of academic integrity. In particular:
    - They cannot copy and paste from external sources without proper reference citation;
    - They cannot submit answers to a homework assignment if they have not done a fair share of the work;
    - They cannot communicate with other students during the exam time window; in particular, they may not share exam questions and/or answers with anyone.
    - They cannot refer to material from this course taught in previous semesters, especially solutions to homework assignments or exams from previous semesters (mostly because they are changed from semester to semester).
    - They cannot reproduce or share the course content with those not registered in the course, or upload to other online environments except to implement an approved AccessAbility Resource Center accommodation.
- Students may not record the lectures or upload videos of the lectures on any platform without explicit permission from the instructor.

SPECIAL NOTE REGARDING THE USE OF GENERATIVE AI LARGE LANGUAGE MODELS:

- Except during the in-class exams, the utilization of AI / large language models, (such as ChatGPT, Gemini, Co-Pilot, etc.), is permitted in this course as a supplementary tool to enhance your learning experience while upholding the principles of academic integrity and responsible usage.
- All deliverables must showcase your (and your teammates') independent thought processes, unique insights and reflections.
- If students make use of AI / large languages models, they are asked to add an acknowledgement in their submission in the form of "[Name of tool] was used for [action]"; for example, "ChatGPT was used for language editing".
- The use of AI tools is **not permitted** during Exam I and Exam II. Students are strongly encouraged not to fully rely on AI tools for their homework assignments since those will not be allowed during the exams.

CLASSROOM CONDUCT REQUIREMENTS:

In the (physical) classroom:

- Students may not disturb classmates during class.
- Students may not use their cell phones in class for other purposes than answering the live quizzes.
- Students may use their laptop and tablets in class.
- Students are encouraged to participate by speaking up during the lecture, asking or answering questions to/from the instructor.

TIPS FOR SUCCESS (FROM YOUR INSTRUCTOR FOR THIS PARTICULAR COURSE):

1. Come to the lectures **in person each week**. It is okay to miss up to three lectures (since the three lowest grades are dropped on the live quizzes) but these "free passes" should be kept for emergencies only.
2. **Ask questions**. Either during class, during office hours, via the eLearning discussion board or by email. Never be afraid that a question could be perceived as "stupid" or "irrelevant"; there are no such things as stupid or irrelevant questions.
3. Consider **watching** the lecture recordings for the parts of the material you did not fully grasp during the live session.
4. Start working on the homework assignments **early**, especially if there is a case study to read. If working in a team, make sure you work on all the questions fully (do not divide up the work).
5. Resist the temptation to take shortcuts. Do **not cheat** and do not tolerate those who do.
6. **Use AI tools smartly** – make sure you understand and agree with everything that is produced by the tool. Do not submit work that you did not fully review.
7. **Respect** your fellow students and **accept** them for who they are. Help contribute to fostering an **inclusive** classroom, recognizing that **diversity** brings a richness of ideas.
8. Focus on the **learning experience**, not on your final grade. "*Exams and grades are temporary but education is permanent*".
9. **Have fun**! Find pleasure in solving operations management problems!

UTD POLICIES AND PROCEDURES:

UT Dallas policies and procedure regarding student conduct and discipline, academic integrity, religious holidays, etc. can be found here.

Student AccessAbility

The University of Texas at Dallas is committed to providing reasonable accommodations for all persons with disabilities. The syllabus is available in alternate formats upon request. If you are seeking classroom accommodations under the Americans with Disabilities Act (2008), you are required to register with the AccessAbility Resource Center, located in the Administration Building (AD), Suite 2.224. Their phone number is 972-883-2098, email: accessability@utdallas.edu.
To receive academic accommodations for this class, please obtain the proper AccessAbility Resource Center letter of accommodation and meet with me at the beginning of the semester.

Comet Creed

The Comet creed was voted on by the UT Dallas student body in 2014. It is a standard that Comets choose to live by and encourage others to do the same: "*As a Comet, I pledge honesty, integrity, and service in all that I do.*"

Academic Honesty

The faculty expects from its students a high level of responsibility and academic honesty. Because the value of an academic degree depends upon the absolute integrity of the work done by the student for that degree, it is imperative that a student demonstrates a high standard of individual honor in his or her scholastic work. Academic dishonesty can occur in relation to any type of work submitted for academic credit or as a requirement for a class. It can include individual work or a group project. Academic dishonesty includes

plagiarism (especially from internet sources), cheating, fabrication, and collaboration/collusion. Additional information related to academic dishonesty and tips on how to avoid dishonesty may be found here.

Students in this course suspected of academic dishonesty are subject to disciplinary proceedings, and if found responsible, the sanctions will be determined according to the severity and the nature of the violation with the following minimum sanctions being applied: zero point for the assignment/exam.

Academic Support Resources
Please refer to Academic Support Resources webpage for the University's academic support resources.

For help with test anxiety or time management, the following resources are available: your academic advisor, the Learning Resource Center (MC2.402), the Counseling Center (SU1.608), the New Student Programs Office (SU1.610) and your instructor.

TECHNICAL SUPPORT:

UT Dallas OIT Help Desk provides technical support for Microsoft Office 365 (including Excel, Teams, and Streams) 24 hours a day/7 days a week. See here for their contact information (e.g., phone number, email, and Live Chat).

UT Dallas eLearning Support Center provides technical support 24 hours a day/7 days a week. The services include a toll free telephone number for immediate assistance (1-866-588-3192), email request service, and an online chat service. See here for their contact information.

The University is committed to providing a reliable learning management system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and also contact the online eLearning Help Desk. The instructor and the eLearning Help Desk will work with the student to resolve any issues at the earliest possible time.

The descriptions and timelines contained in this syllabus are subject to change at the discretion of the instructor. The latest version of the syllabus will always be available on eLearning.

Closing message from your instructor[1]

I believe you belong here.
I am cheering for you and want to see you succeed.
I know that your grades do not reflect your worth or your potential to be successful in your future career.
I care more about you as a person than as a student.
I know life doesn't stop for school, so do not be afraid to reach out to me if you ever need anything.

Dorothee.

[1] Modified from Viji Sathy's statement.