BUSI 2301D
Introduction to Operations Management
Fall 2013

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Office hours: Tuesday, 2:35 pm -3:35 pm


Prerequisites
Second-year standing and STAT 2606 (may be taken concurrently).

The School of Business enforces all prerequisites.

This course is a prerequisite to
1. BUSI 3301 (with a grade of C or higher)
2. BUSI 3309
3. BUSI 4301 (with a grade of C- or higher)

Course Description

Operations Management (OM) deals with the management of systems that provide goods and services to customers. This function exists in all industries, including manufacturing, retail distribution, and government services. The goal of OM is to provide value to the customer via the pursuit of efficiency and effectiveness. In a broader sense, OM is also a set of concepts and tools that can be useful in the management of the operations of any organisation. Since operations are at the core of any business (without it, there is no business!), OM is an essential area of management study.

The objective of this course is to provide an introduction to the field of OM. It will give a survey of the main OM issues and the key concepts & tools for dealing with them. It is intended to provide a basic exposure for those who will be specialising in other business areas, and to serve as a first step for those wishing to do further studies on this topic. Since OM in the real world is in frequent contact with other business functions such as marketing and finance, this course will draw on terminology and concepts from these fields.
Attendance

Attendance and Participation is integral part of this course. Participation in the class will be recorded. Failure to attend class on a regular basis may reduce your overall grade by as much as five percent. Any absence from class should be discussed with your instructor before the class.

Grading

<table>
<thead>
<tr>
<th>Grade Type</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Midterm</td>
<td>30%</td>
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<tr>
<td>Final Exam</td>
<td>50%</td>
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<tr>
<td>Quiz 1</td>
<td>6%</td>
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<tr>
<td>Quiz 2</td>
<td>7%</td>
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<tr>
<td>Quiz 3</td>
<td>7%</td>
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<tr>
<td>Total</td>
<td>100%</td>
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Homework

There will be homework given during the semester to enable each student to practice the techniques and tools being taught. For each chapter, homework is given at the last slider for the chapter (which could be found on the course CULearn). The students do not need to turn in their homework. The solutions of the homework are available on the course CULearn.

Quiz

There will be three in-class quizzes given during the semester. The quizzes are close book. You should complete the quizzes by yourself.

Exams

For the Midterm and the Final exam, only suitable calculator is the Texas Instruments BA II Plus.

No mid-term deferred examination will be given, except for documented and acceptable reasons as defined by the university regulations. In such case, the deferred mid-term examination may include additional topics and must take place within two weeks after the mid-term scheduled date. Failure to meet this requirement will lead to a mark of zero or a withdrawal from the course. The Registrar’s Office will determine the student’s eligibility for a deferred final examination. This request must be made at the Registrar’s Office within five (5)
days of the exam. However, students who do not obtain at least 50% average on their term work for the course (i.e. mid-term, and quizzes combined) may be refused by the instructor the privilege of obtaining a deferred final examination. In such case, a FND grade will be assigned to the student. For the exams, students are advised that exam papers (mid-term or final) will not be returned back to them after being marked. They will be available for consultation only at the instructor’s office.

Course Schedule

The following is a general outline of material to be covered during the semester. Note: the schedule is subject to changes in response to progress and opportunities that may arise in a given semester. Therefore it is imperative for students to attend class and be aware of new developments in the course that may affect the scheduling of quizzes and tests.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Date</th>
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<tbody>
<tr>
<td>Introduction/Chapter 2-Competitiveness, Strategy, and Productivity</td>
<td>9/10/2013</td>
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<tr>
<td>Chapter 11- Supply chain management</td>
<td>9/17/2013</td>
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<tr>
<td>Chapter 4 -Product and Service Design / Chapter 5-Strategic Capacity Planning/ supplement 5*-decision analysis</td>
<td>9/24/2013</td>
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<tr>
<td>Chapter 6-Process Design and Facility Layout /Quiz 1(covers chapter 5 and supplement 5)</td>
<td>10/1/2013</td>
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<td>Chapter 3-Forecasting</td>
<td>10/8/2013</td>
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<tr>
<td>Chapter 7-design of work system/Chapter 8-Location planning &amp; Analysis/Quiz 2 (covers chapter 3)</td>
<td>10/15/2013</td>
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<td>Chapter 12-inventory management</td>
<td>10/22/2013</td>
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<tr>
<td>Fall Break</td>
<td>10/29/2013</td>
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<tr>
<td>TBA Midterm exam</td>
<td>TBA</td>
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<tr>
<td>Supplement 6-linear programming</td>
<td>11/5/2013</td>
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<tr>
<td>Supplement 6-linear programming/Chapter 16-Job and Staff Scheduling</td>
<td>11/12/2013</td>
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<tr>
<td>Chapter 13-Aggregate Operations Planning /Quiz 3 (covers chapter 16 and supplement 6)</td>
<td>11/19/2013</td>
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<td>Chapter 14-MRP/ERP</td>
<td>11/26/2013</td>
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<tr>
<td>Chapter 9-Management of Quality/ Chapter 10-Quality Control</td>
<td>12/3/2013</td>
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* You can find supplement 5 and 6 at: http://highered.mcgraw-hill.com/sites/0070951675/student_view0/additional_content.html
**Required calculator in BUSI course examinations**
If you are purchasing a calculator, we recommend any one of the following options:
Texas Instruments BA II Plus (including Pro Model), Hewlett Packard HP 12C (including Platinum model), Staples Financial Calculator, Sharp EL-738C & Hewlett Packard HP 10bII

**Group work**
The Sprott School of Business encourages group assignments in the school for several reasons. They provide you with opportunities to develop and enhance interpersonal, communication, leadership, follower-ship and other group skills. Group assignments are also good for learning integrative skills for putting together a complex task. Your professor may assign one or more group tasks/assignments/projects in this course. Before embarking on a specific problem as a group, it is your responsibility to ensure that the problem is meant to be a group assignment and not an individual one.

**Medical certificate**
Please note that in all occasions that call for a medical certificate you must use or furnish the information demanded in the standard university form.
http://www1.carleton.ca/registrar/forms/

In accordance with the Carleton University Undergraduate Calendar (p 34), the letter grades assigned in this course will have the following percentage equivalents:

- **A+** = 90-100
- **B+** = 77-79
- **C+** = 67-69
- **D+** = 57-59
- **A** = 85-89
- **B** = 73-76
- **C** = 63-66
- **D** = 53-56
- **A-** = 80-84
- **B-** = 70-72
- **C-** = 60-62
- **D-** = 50-52
- **F** = Below 50
- **WDN** = Withdrawn from the course
- **ABS** = Student absent from final exam
- **DEF** = Deferred (See above)
- **FND** = (Failed, no Deferred) = Student could not pass the course even with 100% on final exam

**Academic Regulations, Accommodations, Plagiarism, Etc.**
University rules regarding registration, withdrawal, appealing marks, and most anything else you might need to know can be found on the university’s website, here:
http://calendar.carleton.ca/undergrad/regulations/academicregulationsoftheuniversity/

**Requests for Academic Accommodations**

**Academic Accommodations for Students with Disabilities**
The Paul Menton Centre for Students with Disabilities (PMC) provides services to students with Learning Disabilities (LD), psychiatric/mental health disabilities, Attention Deficit Hyperactivity Disorder (ADHD), Autism Spectrum Disorders (ASD), chronic medical conditions, and impairments in mobility, hearing, and vision. If you have a disability requiring academic accommodations in this course, please contact PMC at 613-520-6608 or pmc@carleton.ca for a formal evaluation. If you are already registered with the PMC, contact your PMC coordinator to send
me your Letter of Accommodation at the beginning of the term, and no later than two weeks before the first in-class scheduled test or exam requiring accommodation (if applicable). After requesting accommodation from PMC, meet with me to ensure accommodation arrangements are made. Please consult the PMC website for the deadline to request accommodations for the formally-scheduled exam (if applicable).

- The deadlines for contacting the Paul Menton Centre regarding accommodation for final exams for the December 2013 exam period is November 8, 2013 and for the April 2014 exam period is March 7, 2014.

For Religious Obligations:
Students requesting academic accommodation on the basis of religious obligation should make a formal, written request to their instructors for alternate dates and/or means of satisfying academic requirements. Such requests should be made during the first two weeks of class, or as soon as possible after the need for accommodation is known to exist, but no later than two weeks before the compulsory event.

Accommodation is to be worked out directly and on an individual basis between the student and the instructor(s) involved. Instructors will make accommodations in a way that avoids academic disadvantage to the student.

Students or instructors who have questions or want to confirm accommodation eligibility of a religious event or practice may refer to the Equity Services website for a list of holy days and Carleton's Academic Accommodation policies, or may contact an Equity Services Advisor in the Equity Services Department for assistance.

For Pregnancy:
Pregnant students requiring academic accommodations are encouraged to contact an Equity Advisor in Equity Services to complete a letter of accommodation. The student must then make an appointment to discuss her needs with the instructor at least two weeks prior to the first academic event in which it is anticipated the accommodation will be required.

Academic Integrity
Violations of academic integrity are a serious academic offence. Violations of academic integrity – presenting another’s ideas, arguments, words or images as your own, using unauthorized material, misrepresentation, fabricating or misrepresenting research data, unauthorized co-operation or collaboration or completing work for another student – weaken the quality of the degree and will not be tolerated. Penalties may include expulsion; suspension from all studies at Carleton; suspension from full-time studies; a refusal of permission to continue or to register in a specific degree program; academic probation; and a grade of Failure in the course, amongst others. Students are expected to familiarize themselves with and follow the Carleton University Student Academic Integrity Policy which is available, along with resources for compliance at http://www2.carleton.ca/sasc/advisingcentre/academic-integrity/.

Assistance for Students:
Student Academic Success Centre (SASC): www.carleton.ca/sasc
Writing Tutorial Services: http://www1.carleton.ca/sasc/writing-tutorial-service/
Peer Assisted Study Sessions (PASS): www.carleton.ca/sasc/peer-assisted-study-sessions

Important Information:
- Students must always retain a hard copy of all work that is submitted.
- All final grades are subject to the Dean’s approval.
- Please note that you will be able to link your CONNECT (MyCarleton) account to other non-CONNECT accounts and receive emails from us. However, for us to respond to your emails, we need to see your full name, CU ID, and the email must be written from your valid CONNECT address. Therefore, it would be easier to respond to your inquiries if you would send all email from your connect account. If you do not have or have yet to activate this account, you may wish to do so by visiting https://portal.carleton.ca/

Important Dates & Deadlines - Winter Term 2013

January 7, 2013

- Winter-term classes begin.

January 18, 2013

- Last day for registration for winter term courses.
- Last day to change courses or sections for winter term courses.

January 31, 2013

- Last day for withdrawal from winter term and winter portion of fall/winter courses with full fee adjustment.

February 1, 2013

- Last day for receipt of applications for admission to the Bachelor of Architectural Studies and the Bachelor of Social Work degree programs for the 2013-14 fall/winter session.

February 15, 2013

- April examination schedule available online.

February 15-23, 2013

- Fall-term deferred examinations will be written. Examinations are normally held in the day and evening during the Monday to Saturday period. In exceptional circumstances, it may be necessary to schedule an examination on a Sunday.

February 18, 2013

- Statutory holiday. University closed.

February 18-22, 2013

- Winter Break, classes suspended.
March 1, 2013

- Last day for receipt of applications from potential Spring (June) graduates.
- Last day for receipt of applications to the Bachelor of Humanities, Bachelor of Industrial Design, Bachelor of Information Technology (Interactive Multimedia and Design), Bachelor of Journalism, and the Bachelor of Music degree program for the 2013-2014 fall/winter session.
- Last day for receipt of applications for admission to a program for the 2013 summer terms.

March 8, 2013

- Last day to submit, to the Paul Menton Centre for Students with Disabilities, Formal Examination Accommodation Forms for April examinations.

March 27, 2013

- Last day for tests or examinations in courses below the 4000-level before the final examination period (see Examination Regulations in the Academic Regulations of the University section of this Calendar).

March 29, 2013

- Statutory holiday. University closed.

April 1, 2013

- Last day for receipt of applications for admission to a program (except Bachelor of Architectural Studies, Bachelor of Humanities, Bachelor of Industrial Design, Bachelor of Information Technology (Interactive Multimedia and Design), Bachelor of Journalism, Bachelor of Music, and Bachelor of Social Work, for the 2013-2014 fall/winter session, from candidates whose documents originate outside Canada or the United States.

April 10, 2013

- Winter term ends.
- All classes follow a FRIDAY schedule.
- Last day of fall/winter and winter-term classes.
- Last day for academic withdrawal from fall/winter and winter-term courses.
- Last day for handing in term work and the last day that can be specified by a course instructor as a due date for term work for fall/winter and winter-term courses.

April 11-12, 2013

- Review period. No classes take place.

April 13-27, 2013

- Final examinations in winter term and fall/winter courses may be held. It may be necessary to schedule examinations during the day for classes held in the evening and vice versa. In exceptional circumstances, it may be necessary to schedule an examination on a Sunday.

April 16, 2013

- Winter Co-op Work Term Reports are due.
April 27, 2013

- All take home examinations are due on this day.

May 1, 2013

- Last day for receipt of applications for admission to the Child Studies program for the 2013-2014 fall/winter session.
- Last day for receipt of applications for internal degree transfers to allow for registration for the following summer session.

June 1, 2013

- Last day for receipt of applications for admission to a program (except Bachelor of Architectural Studies, Bachelor of Humanities, Bachelor of Industrial Design, Bachelor of Information Technology (Interactive Multimedia and Design), Bachelor of Journalism, Bachelor of Music, Bachelor of Social Work and Child Studies program for the 2013-2014 fall/winter session from mature applicants, from those presenting post-secondary education qualifications and from those transferring from other universities in Canada or the United States, and from applicants with high school qualifications from Canada and the United States.

June 10-20, 2013 (may include evenings and Saturdays)

- Fall/winter and winter term deferred final examinations will be held. Examinations are normally held in the day and evening during the Monday to Saturday period. In exceptional circumstances, it may be necessary to schedule an examination on a Sunday.

June 15, 2013

- Last day for receipt of applications for internal degree transfers to allow for registration for the 2013-2014 fall/winter session.

June 30, 2013

- Last day for receipt of applications for review of final grades in 2012-13 fall/winter and winter term courses.