BUSI 2301 F & G
Introduction to Operations Management
Winter 2013

Class: 2301 F: Minto Centre 5050 on Tue @ 18:05
       2301 G: Tory 238 on Thur @ 18:05
Course Co-Ordinator: Prof. Shaohan Alan Cai (Email: acai@sprott.carleton.ca)
Instructor: Sean McGrath (Email: sean_mcgrath@carleton.ca)
Office: 1009 DT (Alternate office: 1001 DT)
Office hours: 12:30 – 1:30 pm Monday (By appointment if possible)
TA: TBD


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.

Grading

<table>
<thead>
<tr>
<th>Component</th>
<th>Weight</th>
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<tbody>
<tr>
<td>Midterm</td>
<td>30%</td>
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<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>
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<tr>
<td>Quiz 3</td>
<td>7%</td>
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<tr>
<td>Attendance</td>
<td>100%</td>
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Attendance
Attendance and participation are an 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.

**Homework**

Students will be expected to prepare by reviewing course material before each class and, after the class, to practice the techniques and tools taught by completing review assignments which will be made available in class and/or on cuLearn. Review assignment answers will be posted on cuLearn.

**Quizzes**

There will be three in-class quizzes given during the semester. These quizzes will be closed-book and students will be expected to complete the quizzes by themselves. Students are expected to make every reasonable effort to attend class and complete the quiz as scheduled. Students unable to complete the quiz as scheduled are required to advise the professor in writing, with appropriate explanation and documentation, as soon as possible and in any case no later than 48 hours after the scheduled beginning of the quiz. Students who fail to meet this standard of notification will be assigned a grade of 0 for the quiz.

Marked quizzes will be returned to students as soon as possible after the quiz, and students will have ten days from the date of the general return of the marked quizzes to contact the TA with any questions about quiz marking. Failure to attend class in time to collect the marked quiz within ten days of its availability will not be considered an adequate excuse to extend the ten day period for querying marks.

**Exams**

No mid-term deferred examination will be given, except for documented and acceptable reasons as defined by university regulations. Students are expected to make every reasonable effort to complete the mid-term as scheduled. Students unable to complete the mid-term as scheduled are required to advise the professor in writing, with appropriate explanation and documentation, as soon as possible and in any case no later than 48 hours after the scheduled beginning of the exam. Students who fail to meet this standard of notification will be assigned a grade of 0 for the exam. Where it is necessary to defer a mid-term, the deferred 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.

Marked mid-term examinations will be returned to students as soon as possible after the exam, and students will have ten days from the date of the general return of the marked exams to contact the TA with any questions about exam marking. Failure to attend class in time to collect the marked exam within ten days of its availability will not be considered an adequate excuse to extend the ten day period for querying marks.

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 graded review assignments 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 to them after being marked. They will be available for consultation only at the instructor’s office.

**Questions and Comments**

Students may contact the professor in person in class or during office hours or by email if they have questions or comments. To the extent possible comments or answers which are of a general nature will be posted to the discussion area of the course cuLearn site so that the whole class may benefit from the discussion. Students will be encouraged to monitor this discussion area regularly for comments or updates.
## Course Schedule

The following is a general outline of material to be covered during the semester. Please note that this schedule is subject to change in response to progress and opportunities that may arise during the semester. It is imperative that students attend class and remain attentive to new developments in the course that may affect the scheduling of classes, quizzes and/or exams.

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<thead>
<tr>
<th>Class</th>
<th>Date</th>
<th>Topic</th>
<th>Chapter</th>
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<tbody>
<tr>
<td>1</td>
<td>Jan 8</td>
<td>Introduction</td>
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<td></td>
<td>Jan 10</td>
<td>Competitiveness, Strategy, and Productivity</td>
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<td>2</td>
<td>Jan 15</td>
<td>Supply Chain Management</td>
<td>11</td>
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<td>Jan 17</td>
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<td>3</td>
<td>Jan 22</td>
<td>Product and Service Design</td>
<td>4</td>
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<td>Jan 24</td>
<td>Strategic Capacity Planning</td>
<td>5</td>
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<td>5S*</td>
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<td>4</td>
<td>Jan 29</td>
<td>Quiz 1 (Classes 1 - 3)</td>
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<td></td>
<td>Jan 31</td>
<td>Process Design and Facility Layout</td>
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<td>5</td>
<td>Feb 5</td>
<td>Forecasting</td>
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<td>Feb 7</td>
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<td>6</td>
<td>Feb 12</td>
<td>Quiz 2 (Class 4 - 5)</td>
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<td>Feb 14</td>
<td>Design of Work Systems</td>
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<td>7</td>
<td>Feb 26</td>
<td>Inventory Management</td>
<td>12</td>
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<td>Feb 28</td>
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<tr>
<td>TBD</td>
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<td>Midterm exam (Classes 1 – 7)</td>
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<td>8</td>
<td>Mar 5</td>
<td>Linear Programming</td>
<td>6S*</td>
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<td></td>
<td>Mar 7</td>
<td></td>
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<tr>
<td>9</td>
<td>Mar 12</td>
<td>Linear Programming (Cont'd)</td>
<td>16</td>
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<td>Mar 14</td>
<td>Job and Staff Scheduling</td>
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<td>10</td>
<td>Mar 19</td>
<td>Quiz 3 (Classes 8 - 9)</td>
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<td>Mar 21</td>
<td>Aggregate Operations Planning</td>
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<td>11</td>
<td>Mar 26</td>
<td>MRP/ERP</td>
<td>14</td>
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<td>Mar 28</td>
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<td>12</td>
<td>Apr 2</td>
<td>Management of Quality</td>
<td>9</td>
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<td></td>
<td>Apr 4</td>
<td>Quality Control</td>
<td>10</td>
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<td>TBD</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](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://www2.carleton.ca/registrar/forms/](http://www2.carleton.ca/registrar/forms/)
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).

Religious observance

Students requesting academic accommodation on the basis of religious observance 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 academic 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.

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.

Plagiarism

The University Senate defines plagiarism in the regulations on instructional offenses as: "to use and pass off as one's own idea or product work of another without expressly giving credit to another." Borrowing someone else's answers, unauthorized possession of tests or answers to tests, or possession of material designed in answering exam questions, are also subject to university policy regarding instructional offences. For more information on Carleton University's Academic Integrity Policy, consult: http://www1.carleton.ca/studentaffairs/academic-integrity/

Important Dates & Deadlines – Winter 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.