



BISI 2301/F: Introduction to Supply and Operation Management

Winter 2026

Instructor	Golnoush Zeidabadi
Email Address	Golnoushzeidabadi@cunet.carleton.ca
Class Times	Fridays; 8:35 am- 11:25 am
Modality	In-Person
Office Hours	By appointment
Office Location	TBD
TA Name/Email	TBD

Pre-Requisites & Preclusions:

Prerequisites: additional credit for BUSI 3300 (**no longer offered**).

Preclusions: second-year standing. Restricted to selected Sprott programs.

Lecture three hours a week.

Course Description/Instructor's Statement

Carleton Calendar Description (Find at <https://calendar.carleton.ca/undergrad/courses/BUSI/>)

Concepts, models, and managerial issues in planning, designing, operating and controlling systems across supply chains for the provision of goods and services. Emphasis on basic ideas and tools.

Instructor's 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.

Course Learning Objectives:

1. Define the operations function in an organization and understand its impact.
2. Apply technical and quantitative models to solve problems related to operations management.
3. Recognize the usefulness, limitations, and pertinence of quantitative models to operations settings.
4. Develop and apply analytical and synthesis skills to operations settings.
5. Forecast demand for a product/service based on time series.
6. Apply robust inventory management methods. Understand the concepts of lean operations.
7. Measure and interpret quality in each production or service delivery setting.

Required/Optional Materials & Prices

***Operations & Supply Chain Management* (8th Canadian Edition)**

- William J Stevenson, Hydeh Mottaghi, Behrouz Bakhtiari.
- McGraw-Hill Ryerson, Toronto, 2024
- **149.95 \$**
- ISBN: 1264855877 · 9781264855872
- **NOTE:** You can buy this textbook online (print or e-book) or use second-hand copies.
- **Note that we will NOT use Connect in this course.**
- The link to the textbook publisher is: <https://www.mheducation.ca/operations-supply-chain-management-9781264855872-can-group#tab-label-product-description-title>
- Additional reading material will be posted in Brightspace.

Textbook (s) available at the Campus Store in Nideyinàn or order online for pick up: <https://carletonshop.ca/Course/term>

Grading Scheme

Quiz #1	15%
Quiz #2	15%
Quiz #3	15%
Final Exam	45%
Class participation	10%
<hr/> TOTAL	100%

Important Dates to Note

University Academic Calendar: <https://calendar.carleton.ca/academicyear/>

Individual	Quiz #1	15%	January 30
Individual	Quiz #2	15%	February 13
Individual	Quiz #3	15%	March 06
Individual	Final Exam	45%	TBD
Individual/ Groups- In class	Class participation	10%	
	Total	100%	

Policies & Accommodations

<https://students.carleton.ca/course-outline/>

<https://carleton.ca/pmc/current-students/academic-accommodations/>



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Methods of Evaluation / Grading Scheme

1. Quizzes (3*15% = 45%)

The objective of the tests/quizzes is to encourage studying the course material on a regular basis and practice for exams. There will be three quizzes given during the semester. The quizzes are closed book. You should complete the quizzes by yourself. There will be no make-up offered for missing a quiz. Only university-approved reasons for missing a quiz will be considered. Any collaboration among students will be considered plagiarism and will be subject to appropriate academic penalties. The topics covered in the quizzes will not be included in the final exam.

2. Final Exam (45%)

The final exam will be comprehensive. Both quantitative and qualitative questions can be expected. It is a closed book and closed notes. The date, time, and location of the final exam will be announced by the university. The Registrar's Office will determine the student's eligibility for a deferred final examination following the rules of the University. Students are advised that exam papers will not be returned back to them after being marked. They will be available for consultation only at the instructor's online office during office hours.

3. Class Participation (10%)

Class attendance is essential for engaging with the course materials and interacting with the instructor and classmates. Students need to attend classes and answer the attendance questions. A connected device such as a smartphone, tablet, or laptop is required to register attendance. Students will learn the topics gradually during the course, and they are expected to complete their assignments on time. Each time the students submit an answer, the student will receive one class participation point (regardless of the correctness of the answer).

Deferred Examinations/Assignments:

If you wish to defer a **Formal Final Exam**, you – the student – must reach out to the registrar's office with the proper documentation prior to the deadline (please refer to <https://carleton.ca/registrar/deferral/> for dates). Once the request has been put through, your instructor will be notified for their approval. Your final exam will be formally scheduled. If you miss the deadline for applying for a deferral, please reach out to your instructor personally to discuss.

In the event that you are unable to write a midterm, test, or other scheduled assessments due to extenuating circumstances (such as a death in the family, illness, etc.), you must provide appropriate supporting documentation to your professor. Upon review, a deferred test may be offered. Please note that students who do not provide valid documentation or fail to offer a reasonable explanation for missing an assessment will receive a grade of 0% for that test.

The quiz deferrals will be held at 7:15 am.

Quiz #1	Monday Feb 9th
Quiz #2	Monday Feb 23rd
Quiz #3	Monday Mar 16th

Please note that each exam can only be deferred once, and this will be the single opportunity for students who defer their original exam. *Feel free to email me about deferrals.*

Use of Generative Artificial Intelligence

This is a human-centered course. In this course, evaluation focuses on what you can do *without* AI assistance. While you are welcome to use AI tools to explore ideas, study, or clarify concepts, all submitted work must represent your independent thinking and original effort. Use AI for learning, not for producing graded submissions. Your understanding and reasoning—not AI output—will form the basis of assessment. Using AI for graded submissions constitutes an academic integrity violation.

Preparation and Participation:

This course is delivered in person and requires students to actively engage during lectures, group discussions, and case-based activities. Students are expected to come to each class well-prepared. Active participation includes contributing thoughtfully to class discussions, engaging in

problem-solving exercises, working collaboratively during group tasks, and asking relevant questions that deepen understanding.

COURSE WEB PAGE:

The URL for the course web page is brightspace.carleton.ca. You must access the site regularly for updates about the class and upcoming assignments. It may be useful to bookmark the page. Grades for all coursework will be posted on the Grade Book as soon as available.

Course Schedule

Week #	Week of	Topic
1	Jan 09	Introduction to OM (Chapter 1) & Competitiveness, Strategy, and Productivity (Chapter 2)
2	Jan 16	Demand Forecasting (Chapter 3)
3	Jan 23	Demand Forecasting (Chapter 3) & Capacity Planning (Chapter 5) (<u>Chapter 4: Self study</u>)
4	Jan 30	Process Design and Facility Layout (Chapter 6) (Quiz 1: Chapters 1 & 3)
5	Feb 06	Linear Programming and Applications (Supplement 6) & Management of Quality (Chapter 9) (<u>Chapter 8: Self study</u>)
6	Feb 13	Management of Quality (Chapter 9) & Quality Control (Chapter 10) (Quiz 2: Chapters 2 & 5)
7	Feb 20	Winter Break- NO CLASS ☺
8	Feb 27	Inventory management (Chapter 11)
9	Mar 06	Inventory management (Chapter 11) (Quiz 3)
10	Mar 13	Aggregate Operations Planning (Chapter 12)
11	Mar 20	Aggregate Operations Planning (Chapter 12)
12	Mar 27	MRP/ERP (Chapter 13)
13	Apr 03	Good Friday- NO CLASS ☺
14	Apr 08	Just in Time (Chapter 14) (Wednesday)
	TBD	Final Exam (Scheduled University Exam) (please check https://carleton.ca/ses/examinationservices/exam-schedule/)

NOTE: This schedule is tentative and may change in the course of the term. I will communicate changes in class and on Brightspace.

NOTE: Supplement is available on Brightspace.

Contribution to Learning Goals of the Program (BCom, BIB):

Program Learning Goal	Competencies Not Covered	Competencies Introduced (only)	Competencies Taught But Not Assessed	Competencies Taught and Assessed
BC1 Knowledge <i>Graduates will be skilled in applying foundational business knowledge to appropriate business contexts.</i>				✓
BC2 Collaboration <i>Graduates will be collaborative and effective contributors in team environments that respect the experience, expertise and interest of all members.</i>			✓	
BC3 Critical Thinking <i>Graduates will be discerning critical thinkers, able to discuss different viewpoints, challenge biases and assumptions, and draw conclusions based on analysis and evaluation.</i>				✓
BC4 Communication <i>Graduates will be effective and persuasive in their communications.</i>		✓		

BI5 Global Awareness (BIB ONLY) <i>Graduates will be globally-minded.</i>		✓		
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ADDITIONAL INFORMATION

Course Sharing Websites

Materials created for this course (including presentations and posted notes, labs, case studies, assignments, and exams) remain the intellectual property of the author(s). They are intended for personal use and may not be reproduced or redistributed without prior written consent of the author(s).

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, followership, 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.

Grading

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

Grades entered by Registrar:

WDN = Withdrawn from the course

DEF = Deferred

Academic Regulations

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 Accommodation

Carleton is committed to providing academic accessibility for all individuals. You may need special arrangements to meet your academic obligations during the term. The accommodation request processes, including information about the *Academic Consideration Policy for Students in Medical and Other Extenuating Circumstances*, are outlined on the Academic Accommodations website (students.carleton.ca/course-outline).

You may need special arrangements to meet your academic obligations during the term. For an accommodation request, the processes are as follows:

Pregnancy Accommodation

Please contact your instructor with any requests for academic accommodation during the first two weeks of class, or as soon as possible after the need for accommodation is known to exist. For more details, visit the Equity Services website: carleton.ca/equity/wp-content/uploads/Student-Guide-to-Academic-Accommodation.pdf

Religious obligation

Please contact your instructor with any requests for academic accommodation during the first two weeks of class, or as soon as possible after the need for accommodation is known to exist. For more details, visit the Equity Services website: carleton.ca/equity/wp-content/uploads/Student-Guide-to-Academic-Accommodation.pdf

Academic Accommodations for Students with Disabilities

If you have a documented disability requiring academic accommodations in this course, please contact the Paul Menton Centre for Students with Disabilities (PMC) at 613-520-6608 or pmc@carleton.ca for a formal evaluation or contact your PMC coordinator to send your instructor your Letter of Accommodation at the beginning of the term. You must also contact the PMC 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 your instructor as soon as possible to ensure accommodation arrangements are made. carleton.ca/pmc

Survivors of Sexual Violence

As a community, Carleton University is committed to maintaining a positive learning, working and living environment where sexual violence will not be tolerated, and its survivors are supported through academic accommodations as per Carleton's Sexual Violence Policy. For more information about the services available at the university and to obtain information about sexual violence and/or support, visit: carleton.ca/sexual-violence-support

Accommodation for Student Activities

Carleton University recognizes the substantial benefits, both to the individual student and for the university, that result from a student participating in activities beyond the classroom experience. Reasonable accommodation must be provided to students who compete or perform at the national or international level. Please contact your instructor with any requests for academic accommodation during the first two weeks of class, or as soon as possible after the need for

accommodation is known to exist. <https://carleton.ca/senate/wp-content/uploads/Accommodation-for-Student-Activities-1.pdf>

For more information on academic accommodation, please contact the departmental administrator or visit: students.carleton.ca/course-outline

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.

Process: If an alleged violation occurs, all relevant documentation will be forwarded to the Dean. If the allegation proves true, the penalties may include; a grade of Failure on the submitted work and/or course; academic probation; a refusal of permission to continue or to register in a specific degree program; suspension from full-time studies; suspension from all studies at Carleton; expulsion from Carleton, amongst others. **For a first offence, at a minimum, the penalty assigned will normally be a zero on the submitted work and at least a minimum full grade reduction of the final course grade. For a second offence, at a minimum, the penalty assigned will normally lead to a suspension from studies.**

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: <https://carleton.ca/registrar/academic-integrity/>.

Sprott Student Services

The Sprott Undergraduate Student Services Office offers program advising and overall student success support. Our team is available to discuss your academic goals and your program progression plans. We can also work with you to develop strategies for success, including study skills for Business. If you experience any difficulty this term or if you would like to access support, please contact our team at bcom@sprott.carleton.ca or at bib@sprott.carleton.ca.

Centre for Student Academic Support

The Centre for Student Academic Support (CSAS) is a centralized collection of learning support services designed to help students achieve their goals and improve their learning both inside and outside the classroom. CSAS offers academic assistance with course content, academic writing and skills development. Visit CSAS on the 4th floor of MacOdrum Library or online at: carleton.ca/csas.

Important Information:

- Students must always retain a copy of all work that is submitted.
- All final grades are subject to the Dean's approval.

- 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 CARLETON address. Therefore, in order to respond to your inquiries, please send all email from your Carleton CMail account. If you do not have or have yet to activate this account, you may wish to do so by visiting <https://carleton.ca/its/get-started/new-students-2/>
