



COURSE OUTLINE

BUSI 2301A

Introduction to Operations Management

Summer 2015

TR 6:05 - 8:55 PM

Room TBD

Professor Mike Horricks BA, H B Comm, MBA, CSCMP
 Phone: 613 737 8899 Ext 71314
 Email: michael.horricks@carleton.ca or mhorricks@toh.on.ca
 Office: N/A
 Office hours: Prior to class - 5:00 to 5:45 by appt

Calendar Course Description	Introduction to Operations Management Concepts, models, and managerial issues in planning, designing, operating and controlling systems of manufacturing goods or providing services. Emphasis on basic ideas and tools.
------------------------------------	--

Course Objectives:	This course is an introduction to the field of operations management. This course discusses how organizations can effectively and efficiently manage designing goods and services, designing manufacturing processes, scheduling and forecasting, improving and assuring quality, and supply chain management. The topics covered including strategic issues and operational decisions are theoretical and quantitative in nature. This course is important for professionals in all business concentrations as it explains frameworks and analytical tools that help understand core operational concepts in contemporary organizations.
---------------------------	---

Prerequisites	Second-year standing and STAT 2606 (may be taken concurrently). The School of Business enforces all prerequisites.
Course Material	Textbook: WJ Stevenson & M Hojati, 2011, Operations Management, 4th Cdn Ed, McGraw-Hill Ryerson, Toronto. ISBN: 0-07-096957-4.

Grade Distribution

Class Attendance	5%
Quiz 1	10%
Case	10%
Mid-term Exam	35%
Final Exam	40%

Class Attendance

Class attendance is essential for engaging with the course material and interacting with the instructor and classmates, which creates the class experience. Attendance will be assessed via means of an attendance sheet, which will be circulated in each class.

Participating in class activities is not assessed in this course but is essential for the individual's and collective learning experience and so is highly encouraged. Participation can be in the form of discussing issues and questions raised by the instructor or classmates, generating ideas related to the readings, responding to others' ideas constructively (that could mean respectfully disagreeing and explaining why), questioning, keeping discussion flow, commenting, and building on others' contributions. For the sake of positive participation, it is recommended to study the readings before class.

Practice Questions

In order to prepare for the quizzes, midterm, and final exams, the instructor will post practice questions along with their solutions at the end of each class. Students are required to submit their solutions as part of the participation grade assigned to this course. Students are encouraged to discuss the practice questions, if they need any clarifications, with the instructor or TA during office hours or by email.

Quizzes

The objective of the quizzes is to encourage studying the course material on a regular basis and practice for exams. There will be a quiz to be done individually in class as indicated in the course schedule. Solutions of a quiz will be posted on CU Learn after the quiz is taken.

Midterm Exam

The exam will be closed book and closed notes. It will be 2.5 hours long. Date, time, and location TBA. If you must miss the mid-term exam for verifiable reasons acceptable by university guidelines, you may apply to write a deferred mid-term exam by submitting verifiable documentation to the instructor no later than five (5) calendar days after the midterm date. Upon approval of the application, a deferred midterm will then be scheduled within two weeks after the mid-term scheduled date. 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 office during office hours.

Final Exam

The exam will be closed book and closed notes. The final exam will be comprehensive but will place greater emphasis on the topics taught past the midterm exam. Both quantitative and qualitative questions can be expected. The date, time, and location of the final exam will be announced by the university. The scheduling office will determine the student's eligibility for a deferred final examination. However, students who do not obtain at least 50% average on their term work for the course (i.e. mid-term, attendance and quizzes combined) may be refused by the instructor the privilege of a deferred final examination. In such case, a FND grade will be assigned to the student. 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 office during office hours.

- **Students should use their Cmail account and not any other email accounts to communicate with the instructor or the TA.**
- **All forms of communication (cell phones, social networks, etc) are prohibited in class.**

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 homework assignments and tests.

Tentative Schedule:

Wk	Date	Topic	Assignment Due Date
1	05/05/2015	<ul style="list-style-type: none"> ▪ Chapter 1: Introduction ▪ Chapter 2: Competitiveness, Strategy, and Productivity 	
2	05/07/2015	<ul style="list-style-type: none"> ▪ Chapter 11: Supply Chain Management 	
3	05/12/2015	<ul style="list-style-type: none"> ▪ Chapter 4: Product Design 	
4	05/14/2015	<ul style="list-style-type: none"> ▪ Chapter 5: Strategic Capacity Planning ▪ Supplement 5: Decision Analysis 	
5	05/19/2015	<ul style="list-style-type: none"> ▪ Chapter 6: Process Design and Facility Layout ▪ Chapter 7: Design of work system/ 	QUIZ # 1
6	05/21/2015	<ul style="list-style-type: none"> ▪ Chapter 3: Forecasting 	
	05/26/2015	MID-TERM EXAM	
7	05/28/2015	<ul style="list-style-type: none"> ▪ Chapter 8: Location Planning & Analysis 	
8	06/02/2015	Chapter 9 and 10- Quality –Hans Kolb Case	Case Study
9	06/04/2015	<ul style="list-style-type: none"> ▪ Chapter 12: Inventory Management 	
10	06/09/2015	<ul style="list-style-type: none"> ▪ Chapter 13 Aggregate Operations Planning 	
11	06/11/2015	<ul style="list-style-type: none"> ▪ Chapter 14: MRP/ERP 	
12	06/16/2015	<ul style="list-style-type: none"> ▪ Chapter 16: JIT Lean Manufacturing 	
13		<ul style="list-style-type: none"> ▪ Course review and Objectives revisited 	
	TBA	FINAL EXAM	

* You can find supplement 5 in your student DVD, in the folder “additionalcontent”

http://highered.mcgraw-hill.com/sites/0070951675/student_view0/additional_content.html

IMPORTANT ADDITIONAL INFORMATION

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.

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, 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

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. The deadlines for contacting the Paul Menton Centre regarding accommodation for final exams for the June 2015 exam period is June 5, 2015 and for the August 2015 exam period is July 24, 2015.

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/>.

Sprott Student Services

The Sprott student services office, located in 710 Dunton Tower, offers academic advising, study skills advising, and overall academic success support. If you're having a difficult time with this course or others, or just need some guidance on how to successfully complete your Sprott degree, please drop in any weekday between 830am and 430pm. Our advisors are happy to discuss grades, course selection, tutoring, concentrations, and will ensure that you get connected with the resources you need to succeed! <http://sprott.carleton.ca/students/undergraduate/support-services/>

Be in the know with what's happening at Sprott: Follow @SprottStudents and find us on Facebook SprottStudents Sprott.

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.
- 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, it would be easier to respond to your inquiries if you would send all email from your Carleton account. If

you do not have or have yet to activate this account, you may wish to do so by visiting <http://carleton.ca/ccs/students/>

Graduate, Undergraduate and Special Students

Sessions:

- **Early Summer:** May 4, 2015 to June 16, 2015
- **Late Summer:** July 2, 2015 to August 14, 2015
- **Full Summer:** May 4, 2015 to August 14, 2015

March 1

Last day for receipt of applications for admission to an undergraduate degree program for the summer term.

March 24

[Last day to pay any remaining balance on your Student Account](#) to avoid a hold on access to marks through Carleton Central and the release of transcripts and other official documents. An account balance may delay Summer 2015 course selection.

March 25

Carleton Central opens at 8:30 a.m. for registration for Carleton University degree students (graduate and undergraduate). Check your timeticket [here](#).

March 26

Registration for Carleton Special (non-degree) students begins at 8:30 a.m.

April 8

Registration for University of Ottawa undergraduate students begins. Registration opens at 8:30 a.m.

May 1

Last day for receipt of applications for undergraduate degree program transfers for the summer term.

Date to be confirmed by Business Office

Deadline for fee payment or assignment of funding to ensure payment is processed to your account without incurring a late charge. Payment of fees is due by the [posted deadlines](#).

May 4

Full summer and **early** summer courses begin.

May 11

Last day for registration and course changes for **early** summer courses.

May 15

Last day for registration and course changes for **full** summer courses.
Graduate students who have not electronically submitted their final thesis copy to the Faculty of Graduate and Postdoctoral Affairs will not be eligible to graduate in Spring 2015 and must register for the Summer 2015 academic term.

May 18

Statutory holiday, University closed. No CUOL course broadcast.

May 22

Last day for a full fee adjustment when withdrawing from **early** and **full** summer courses (financial withdrawal).

June 5

Last day to submit to the Paul Menton Centre for Students with Disabilities, formal Examination Accommodation Forms for June examinations

June 8-18

Fall/Winter and Winter term deferred final examinations will be held.

June 16

Last day of **early** summer classes (NOTE: Full summer classes resume July 2).
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 courses that end on this day.
Last day for academic withdrawal from **early** summer courses.

Date to be confirmed by Business Office

Final Summer term payment deadline. Any balance owing on your student account will prevent access to registration for future terms. Holds will be placed on unpaid summer accounts, which will prevent access to marks and/or registration for the 2015-16 Fall/Winter course selection. Payment of fees is due by the [posted deadlines](#).

June 19-25

Early summer examinations may be held. It may be necessary to schedule examinations during the day for classes held in the evening and vice versa Examinations are normally held all seven days of the week.

July 1

Statutory holiday, University closed.

Date to be determined by Business Office

Late registration charges take effect at 12:00 a.m. (midnight) for students registering **only** in late summer courses (July-August courses). Payment of fees is due by the [posted deadlines](#).

July 2

Late summer courses begin and **Full** summer courses resume.

July 9

Last day for registration and course changes for **late** summer courses.

July 23

Last day for a full fee adjustment when withdrawing from **late** Summer courses (financial withdrawal)

July 24

Last day to submit to the Paul Menton Centre, for Students with Disabilities, formal examination accommodation forms for August examinations.

August 1

Last day for graduate students to submit to their thesis supervisor an examination copy of their Master's or PhD thesis for Fall graduation.

August 3

Civic holiday, University closed. No CUOL course broadcast

August 14

Classes follow a Monday schedule.

Last day of **late** and **full** summer term classes.

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 courses that end on this day.

Last day for academic withdrawal from **late** summer and **full** summer courses and any other courses that end this term.

August 17-23

Final examinations in **full** and **late** summer courses may be held. It may be necessary to schedule examinations during the day for classes held in the evening and vice versa. Examinations are normally held all seven days of the week.

September 25-27

Summer term deferred final examinations will be held.

September 30

Last day for receipt of applications for appeal of final grades in summer term courses.