



**CARLETON UNIVERSITY  
SPROTT SCHOOL OF BUSINESS  
BUSI 2301 / B  
2019/FALL  
INTRODUCTION TO OPERATIONS MANAGEMENT**

**Instructor: Ahmed Doha**

**Office:** Room 909, Dunton Tower

**Office Hours:** By appointment only on Thursdays between 4:30-5:30pm. Email for appointment.

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**Phone Number:** (613) 520-2600 ext. 1909

**TA:** TBA

**Course meets:** Thursdays 6:05 pm - 8:55 pm

**Pre-requisites & precluded Courses:** second year standing and STAT 2606. Restricted to selected Sprott programs.

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**Course Calendar description from the 2019/2020 University calendar:** 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 Description:** This course is an introduction to the field of operations management. This course discusses how contemporary 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.

**Reading(s)/Textbook(s)/Required Materials:** William J. Stevenson, Mehran Hojati, James Cao, 2018, Operations Management, 6th Cdn Ed, McGraw-Hill Ryerson, Toronto. ISBN: 1-25-927015-7.

**Course Requirements & Methods of Evaluation (including due dates):**

**Course Evaluation**



### **Grade Distribution**

Class Attendance	10%
Quiz 1	15%
Quiz 2	15%
Quiz 3	15%
Final Exam	45%

### **Class Attendance**

Class attendance is essential for engaging with the course material and interacting with the instructor and classmates, which effective learning experience. Attendance will be taken electronically using Poll Everywhere supported by Carleton's Educational Development Center. A connected device such as a smartphone, tablet, or laptop is required to register attendance. In order to get the full participation mark, a student needs to attend at least nine classes (75% of all 13 classes) AND electronically answer the Poll Everywhere attendance question.

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 electronically answering the in-class poll questions, discussing issues and questions raised by the instructor or classmates, generating ideas related to the readings, responding to others' ideas constructively, commenting, and building on others' contributions. For the sake of effective participation, it is recommended to study the readings before class.

### **Participation Bonus**

Participating in class activities is essential for the individual's and collective learning experience and so is highly encouraged and rewarded. A student can earn up to 10% of the final exam mark through participation in class activities. To participate, you need to electronically answer the in-class poll-based multiple choice questions. Poll Everywhere online service supported by Carleton's EDC will be used to collect students answers and automatically mark them. Each correct answer to a poll question will earn 1% of the final exam mark. A student can accumulate up to 10% of the final exam mark.

### **Practice Questions**

In order to prepare for the quizzes, and final exams, the instructor will post practice questions along with their solutions at the end of each class. Students are not required to submit their solutions and there is no grade assigned to this activity. Students are encouraged to discuss the practice questions, if any clarification is needed, 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. They also act in lieu of a midterm exam. The topics covered in the quizzes will not be covered in the final exam. There will be three quizzes to be done in class as indicated in the course schedule. Unless specified otherwise by the instructor, the quizzes will be written and submitted electronically in class, so, bring along your connected device. Solutions will be posted on CU Learn after the quiz is taken. There will be NO make-up offered for missing a quiz.

### **Final Exam**

The final exam will be closed book and closed notes. The final exam will be non-cumulative focusing only on the topics that were not covered in the three quizzes. 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. attendance and quizzes combined) may be refused by the instructor to take 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 by appointment during office hours.

### **General Guidelines**

- The only valid excuse for missing a deadline is for medical reasons or death in the family and must be documented with a medical certificate. Any other reason (such as travel, etc...) will not be considered. In such circumstances, separate arrangements will be made. If you miss a deadline for a reason that is not deemed as legitimate, your mark will be zero.
- Students should use their Cmail account and not any other email accounts to communicate with the instructor or the TA.
- Distracted attendance (e.g. texting, social networking, etc) is discouraged in class.

### **Tentative Schedule:**

<b>Wk</b>	<b>Date</b>	<b>Topic</b>	<b>Assignment Due Date</b>
1	09/05/2016	<ul style="list-style-type: none"> <li>▪ Chapter 1: Introduction</li> <li>▪ Chapter 2: Competitiveness, Strategy, and Productivity</li> </ul>	
2	09/12/2016	<ul style="list-style-type: none"> <li>▪ Chapter 4: Product Design</li> </ul>	
3	09/19/2016	<ul style="list-style-type: none"> <li>▪ Chapter 6: Process Design and Facility Layout</li> </ul>	
4	09/26/2016	<ul style="list-style-type: none"> <li>▪ Chapter 5: Strategic Capacity Planning</li> <li>▪ Supplement 5: Decision Analysis</li> </ul>	
5	10/03/2016	<ul style="list-style-type: none"> <li>▪ Supplement 6: Linear Programming and Applications</li> </ul>	<b>QUIZ # 1 (Ch 5. &amp; Supp. 5)</b>
6	10/10/2016	<ul style="list-style-type: none"> <li>▪ Chapter 8: Location Planning &amp; Analysis</li> </ul>	
7	10/17/2016	<ul style="list-style-type: none"> <li>▪ Chapter 11: Supply Chain Management</li> </ul>	
	10/24/2016	<b>Fall Break: No Class</b>	

8	11/31/2016	▪ Chapter 3: Forecasting	
9	11/07/2016	▪ Chapter 12: Inventory management	<b>QUIZ # 2 (Ch 3)</b>
10	11/14/2016	▪ Chapter 13: Aggregate Operations Planning	
11	11/21/2016	▪ Chapter 14: MRP/ERP	<b>QUIZ # 3 (Ch 12)</b>
12	12/28/2016	▪ Chapter 9: Management of Quality ▪ Chapter 10: Quality Control	
13	12/05/2016	▪ Chapter 16: Job and Staff Scheduling	
	TBA	<b>FINAL EXAM</b>	

### 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, 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			

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**

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

#### **Pregnancy 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](http://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](http://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](mailto: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](http://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 is 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](http://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](https://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. 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. 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 student services office, located in 710 Dunton Tower, offers academic advising, study skills advising, and overall academic success support. If you are 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 8:30am and 4:30pm. 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/learning-support/>

### **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](http://carleton.ca/csas).

### **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, 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 <http://carleton.ca/ccs/students/>
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