

**BUSI 2301 - D**  
**Introduction to Operations Management**  
**Winter 2017**

	<p><b>Amir Khataie</b> TBD <a href="mailto:amir.khataie@carleton.ca">amir.khataie@carleton.ca</a> (only means of online communication)</p>
<b>Class Times:</b>	Wednesday 6:05 pm - 8:55 pm      Room: Tory Building 208
<b>Office Hours:</b>	By appointment only on Wednesdays between 5:00pm and 6:00pm. <i>Email for appointment.</i>
<b>Course Objectives:</b>	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.
<b>Calendar description and Prerequisites</b>	<p>Concepts, models, and managerial issues in planning, designing, operating and controlling systems of manufacturing goods or providing services. Emphasis on basic ideas and tools. (<i>second-year standing and <a href="#">STAT 2606</a> may be taken concurrently</i>) Restricted to students enrolled in BCom, BIB, Minor in Arts Management, Minor in Business, Minor in Business for B.Sc. Honours Applied Physics and Earth Science, Minor in Business for Engineers, B.C.S</p> <p><b>The School of Business enforces all prerequisites.</b></p>
<b>Course Material</b>	Textbook: WJ Stevenson & M Hojati, 2011, Operations Management, 4th Cdn Ed, McGraw- Hill Ryerson, Toronto. ISBN: 0-07-096957-4.

<b>Course Evaluation</b>	<p><b><u>Grade Distribution</u></b></p> <table data-bbox="467 184 1089 289"> <tr> <td>Class Attendance</td> <td>5%</td> </tr> <tr> <td>Quiz (4×10)</td> <td>40%</td> </tr> <tr> <td>Final Exam</td> <td>55%</td> </tr> </table>	Class Attendance	5%	Quiz (4×10)	40%	Final Exam	55%
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<p><b><u>Class Attendance</u></b></p> <p>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 the class.</p> <p>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.</p>							

**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 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 four quizzes to be done individually in class as indicated in the course schedule.

**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 not tested in the four 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 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.**

**Tentative Schedule:**

<b>Wk</b>	<b>Date</b>	<b>Topic</b>	<b>Note</b>
1	01/11/2017	<ul style="list-style-type: none"> <li>• Chapter 1: Introduction to OM</li> <li>• Chapter 2: Competitiveness, Strategy, and Productivity</li> </ul>	
2	01/18/2017	<ul style="list-style-type: none"> <li>• Chapter 11: Supply Chain Management</li> <li>• Chapter 3: Forecasting</li> </ul>	
3	01/25/2017	<ul style="list-style-type: none"> <li>• Chapter 3: Forecasting</li> </ul>	<i>Self-Study Chapter 4</i>
4	02/01/2017	<ul style="list-style-type: none"> <li>• Chapter 5: Strategic Capacity Planning</li> <li>• Supplement 5: Decision Analysis</li> </ul>	
5	02/08/2017	<ul style="list-style-type: none"> <li>• Supplement 5: Decision Analysis</li> <li>• Supplement 6: Linear Programming and Applications</li> </ul>	<b>QUIZ # 1 – Chap.3</b>
6	02/15/2017	<ul style="list-style-type: none"> <li>• Supplement 6: Linear Programming and Applications</li> </ul>	<i>Self-Study Chapter 6</i>
<b>7</b>	<b>02/22/2017</b>	<b>Winter Break: Classes Suspended</b>	
8	03/01/2017	<ul style="list-style-type: none"> <li>• Chapter 13: Aggregate Operations Planning</li> </ul>	<b>QUIZ # 2 – Chap.5 and Supp.5</b>
9	03/08/2017	<ul style="list-style-type: none"> <li>• Chapter 13: Aggregate Operations Planning</li> <li>• Chapter 14: MRP/ERP</li> </ul>	<i>Self-study Chapter 8</i>
10	03/15/2017	<ul style="list-style-type: none"> <li>• Chapter 14: MRP/ERP</li> </ul>	<b>QUIZ # 3 – Supp.6</b>
11	03/22/2017	<ul style="list-style-type: none"> <li>• Chapter 12: Inventory Management</li> </ul>	
12	03/29/2017	<ul style="list-style-type: none"> <li>• Chapter 12: Inventory Management</li> <li>• Chapter 9: Management of Quality</li> </ul>	<b>QUIZ # 4 – Chap.13</b>
13	04/05/2017	<ul style="list-style-type: none"> <li>• Chapter 10: Quality Control</li> <li>• Final Exam – Review</li> </ul>	
	TBA	<b>FINAL EXAM</b>	

## Additional Information

### Course Sharing Websites

Student or professor 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-
A - = 80-84	B - = 70-72	C - = 60-62	D - = 50-
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

#### 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](mailto: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*). **Requests made within two weeks will be reviewed on a case-by-case basis.** After requesting accommodation from PMC, meet with me to ensure accommodation arrangements are made. Please consult the PMC website ([www.carleton.ca/pmc](http://www.carleton.ca/pmc)) 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 April 2017 exam period is March 10, 2017.

#### *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 (<http://carleton.ca/equity/accommodation/religious-observances/>) 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; a grade of Failure in 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: <http://carleton.ca/studentaffairs/academic-integrity>.

### **Assistance for Students:**

Student Academic Success Centre (SASC): [www.carleton.ca/sasc](http://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](http://www.carleton.ca/sasc/peer-assisted-study-sessions)

## **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 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/support-services/>

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

## **Important Information:**

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- 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/>