



**BUSI 2301D**  
**Introduction to Operations Management**  
**Winter 2018**

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Office: N/A  
Office hours: Prior to class by appt  
**Course meets:** Friday 2:35-5:25 UC 182

Textbook: WJ Stevenson, M Hojati, & Cao, J. 2015, *Operations Management*, 5<sup>th</sup> Ed, McGraw-Hill Ryerson, Toronto. ISBN: 978-007133959-9.

**Undergraduate Calendar Description**

Concepts, models, and managerial issues in planning, designing, operating and controlling systems of manufacturing goods or providing services. Emphasis on basic ideas and tools.

**Prerequisites**

Second-year standing and [STAT 2606](#) (may be taken concurrently).

The School of Business enforces all prerequisites.

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.

**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.

## Attendance

Attendance and Participation is integral part of this course. Attendance in the class will be recorded. The students need to attend at least 8 classes (excluding the first class) and sign the attendance sheet in order to get full attendance points (10% of the total grade).

## Grading

Attendance	10%
Final Exam	45%
Quiz 1	15%
Quiz 2	15%
Quiz 3	<u>15%</u>
	100%

## Quizzes

There will be three in-class quizzes given during the semester. The quizzes are close book. You should complete the quizzes by yourself.

## Homework

There will be homework given during the semester to enable each student to practice the techniques and tools being taught. For each chapter, homework is given at the last slider for the chapter (which could be found on the course CULearn). The students do not need to turn in their homework. The solutions of the homework are available on the course CULearn.

## Exams

For the Quiz and the Final exam, only suitable calculator is the *Texas Instruments BA II Plus*.

No deferred examination will be given, except for documented and acceptable reasons as defined by the university regulations. In such case, the deferred mid-

term 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. 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. For the exams, students are advised that exam papers (mid-term or final) will not be returned back to them after being marked. They will be available for consultation only at the instructor's office.

## 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 quizzes and tests.

Week	Subject	Note
January 12, 2018	Introduction/Chapter 2-Competitiveness, Strategy, and Productivity	
January 19, 2018	Chapter 3-Forecasting	
January 26, 2018	Chapter 6-Process Design and Facility Layout/ Chapter 5--Strategic Capacity Planning	
February 2, 2018	Chapter 4 -Product and Service Design /Quiz1	Quiz 1 covers Ch03 (forecasting)
February 9, 2018	Supplement 5- Decision analysis / Supplement 6-linear programming	
February 16, 2018	Chapter 12-inventory management	
February 23, 2018	Winter Reading Week	
March 2, 2018	Chapter 8-Location planning & Analysis/ Quiz2	Quiz 2 covers ch05 (Strategic Capacity Planning), S5 (Decision analysis) (bring a ruler to class)
March 9, 2017	Chapter 9-Management of Quality/ Chapter 10-Quality Control	
March 16, 2017	Chapter 16-Job and Staff Scheduling/Quiz 3	Quiz 3 covers ch12(inventory)
March 23, 2017	Chapter 11- Supply chain management	
April 6, 2017	Chapter 13-Aggregate Operations Planning	
April 11 <sup>th</sup> , 2017	Chapter 14-MRP/ERP	

## 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, 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](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*).

#### *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 and instructors can confirm accommodation eligibility of a religious event or practice by referring to the Equity Services website (<http://carleton.ca/equity/accommodation/religious-observances/>) for a list of holy days and Carleton's Academic Accommodation policies. If there are any questions on the part of the student or instructor, they can be directed to 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 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: <http://carleton.ca/studentaffairs/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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**January 8**

Winter term classes begin.

**January 12**

OSAP deferral deadline. **Late payment charges and late registration charges** applied to the student account on or after this date for eligible OSAP students.

**January 19**

Last day for registration for winter term courses.

Last day to change courses or sections (including auditing) for winter term 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 Winter 2018 and must register for the Winter 2018 term.

**January 19-21, 26-28**

Fall-term deferred examinations will be held.

**January 31**

Last day for a **fee adjustment** when withdrawing from Winter term courses or the Winter portion of two-term courses (financial withdrawal). Withdrawals after this date will create no financial change to Winter term fees and will result in a grade(s) of WDN appearing on your official transcript.

**February 16**

April examination schedule available online.

**February 19**

Statutory holiday, University closed.

**February 19-23**

Winter Break. Classes are suspended.

**March 1**

Last day for receipt of applications from potential spring (June) graduates.

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

**March 9**

Last day to request formal exam accommodations for April examinations to the Paul Menton Centre for Students with Disabilities. Late requests will be considered on case-by-case basis.

**Date TBA**

**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 2018 course selection.

**March 27**

Last day for summative or final examinations in winter term or fall/winter courses before the official examination period (see **Examination Regulations** in the Academic Regulations of the University section of the Undergraduate Calendar).

**March 30**

Statutory holiday, University closed.

**April 7**

**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.

**April 11**

Winter term ends.

Last day of fall/winter and winter-term classes.

Classes follow a Friday schedule

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 12-13**

No classes or examinations take place.

**April 14-26**

Final examinations in winter term and fall/winter courses may be held. Examinations are normally held all 7 days of the week.

**April 26**

All take home examinations are due on this day.

**May 11**

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 2018 and must register for the Summer 2018 term.

**May 18-29**

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

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Short URL: <https://carleton.ca/registrar/registration/?p=1949>