

BUSI 2301 – E
Introduction to Operations Management
Winter 2019

	<p>Amir Khataie Office: TBD amir.khataie@carleton.ca (only means of online communication)</p>						
Class Times:	Wednesday 18:05 pm - 20:55 pm						
Office Hours:	By appointment only – <i>Please send an Email for appointment.</i>						
Course Objectives:	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.						
Calendar description and Prerequisites	Concepts, models, and managerial issues in planning, designing, operating and controlling systems of manufacturing goods or providing services. Emphasis on basic ideas and tools. Prerequisite(s): second-year standing and STAT 2606. Restricted to selected Sprott programs.						
Course Material	Textbook: W.J. Stevenson, M. Hojati, and J. Cao. 2018, Operations Management, 6 th Cdn Ed, McGraw- Hill Ryerson, Toronto. ISBN: 1259265978.						
Course Evaluation	<p><u>Grade Distribution</u></p> <table border="0"> <tr> <td>Class Attendance (5×2)</td> <td>10%</td> </tr> <tr> <td>Quiz (3×15)</td> <td>45%</td> </tr> <tr> <td>Final Exam</td> <td>45%</td> </tr> </table> <p><u>Class Attendance</u> 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>	Class Attendance (5×2)	10%	Quiz (3×15)	45%	Final Exam	45%
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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 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 three 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 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 register's office will determine the student's eligibility for a deferred final examination. 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:

Wk	Date	Topic	Note
1	01/09/2019	<ul style="list-style-type: none"> Chapter 1: Introduction to OM Chapter 2: Competitiveness, Strategy, and Productivity 	
2	01/16/2019	<ul style="list-style-type: none"> Chapter 3: Demand Forecasting 	
3	01/23/2019	<ul style="list-style-type: none"> Chapter 6-Process Design and Facility Layout 	<i>Self-Study Chapter 4</i>
4	01/30/2019	<ul style="list-style-type: none"> Chapter 5: Strategic Capacity Planning 	QUIZ # 1 – Chap.3
5	02/06/2019	<ul style="list-style-type: none"> Chapter 5: Strategic Capacity Planning Supplement 5: Decision Analysis 	
6	02/13/2019	<ul style="list-style-type: none"> Supplement 6: Linear Programming and Applications 	
	02/20/2019	Winter Break: Classes Suspended	
7	02/27/2019	Chapter 12: Inventory Management	QUIZ # 2 – Chap.5 and Supp.5
8	03/06/2019	<ul style="list-style-type: none"> Chapter 12: Inventory Management Chapter 13: Aggregate Operations Planning 	
9	03/13/2019	<ul style="list-style-type: none"> Chapter 13: Aggregate Operations Planning Chapter 14: MRP/ERP 	QUIZ # 3 – Chap.12
10	03/20/2019	<ul style="list-style-type: none"> Chapter 14: MRP/ERP 	<i>Self-study Chapter 8</i>
11	03/27/2019	<ul style="list-style-type: none"> Chapter 9: Management of Quality Chapter 10: Statistical Quality Control 	
12	04/03/2019	<ul style="list-style-type: none"> Chapter 11: Supply Chain Management Final Exam – Review and Q&A 	
	TBA	FINAL EXAM	

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

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. 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.

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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