



BUSI 2301E
Introduction to Operations Management
WINTER 2014

Course Instructor: Dr. Inder Jit Singh Mann
Time/Location: Days: Tue Time: 11:35 - 14:25
Building: University Centre Room: 182 (UC 182)
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Office hours: TBA or by appointment
Office: 919 / 2010 DT (Room is subject to change)
Course Webpage: cuLearn (All students are advised to visit cuLearn & Carleton Central frequently for latest updates & announcements)

Required Textbook:

The following text is required:

WJ Stevenson & M Hojati, 2011, *Operations Management*, 4th Cdn Ed, McGraw-Hill Ryerson, Toronto. ISBN: 0-07-096957-4.

All students are requested to bring their text book to all classes.

Prerequisites

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

The School of Business enforces all prerequisites.

Precludes additional credit for BUSI 3300 (no longer offered).

This course is a prerequisite to

1. BUSI 3301 (with a grade of C or higher)
2. BUSI 3305 (with a grade of C or higher)
3. BUSI 3308 (with a grade of C or higher)
4. BUSI 3309
5. BUSI 4302 (with a grade of C or higher)
6. BUSI 4304 (with a grade of C or higher)
7. BUSI 4431 (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.

PART II: EXAMS and GRADES

Attendance

Attendance and Participation is integral part of this course. Failure to attend class on a regular basis may reduce your overall grade by as much as five percent. Any absence from class should be discussed with your instructor before the class. Preparation for the class and participation in the class will be recorded.

Grading

Evaluative Component	Proportion of Total Evaluation
Class Preparation, Participation and Contribution (Assessed Each Session Throughout the Semester)	5%
Group Assignment* (Due: Class Five)	15%
Midterm Examination (To Be Announced)	30%
Final Examination (TBA)	50%

* Assignment must be handed in at the beginning of class of the due date. The instructor accepts no responsibility for assignments handed in other than in the classroom directly to the instructor. Late assignment will be penalized as follows: Within the first 24 hours 20% penalty, within 48 hours 40%, after which the assignment will not be accepted for grading.

Exams

There will be a midterm exam and a final exam. You must be present to write these exams or present a doctor's note (or other valid explanation according to university protocol) to explain your absence IN ADVANCE OF THE EXAM unless absence is due to a documented emergency. A scheduled make-up mid-term exam will be held shortly after the "in-class midterm" for those with documented reasons for being unable to attend the in-class midterm. 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. Exams

will test students on all materials covered in class i.e. lecture, text book material, all assigned additional readings, videos/DVDs etc. 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. However, students who do not obtain at least 50% average on their term work for the course (i.e. mid-term, and assignment combined) may be refused by the instructor the privilege of obtaining a deferred final examination. In such case, a FND grade will be assigned to the student. 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/TA's office.

NB: Students must do assignment and two exams (midterm and final) to pass the course.

Grading Concerns

If a student has a concern about a grade (e.g. addition or a grade given relative to the material they have written in a paper/exam) they are required to follow these procedures:

1. Write on the inside page of the exam booklet or assignment an explanation of your concern. Date and sign your signature at the bottom of the explanation. Give the paper directly to the instructor.
2. The paper/exam will either be addressed by the instructor or sent to the TA for consideration. A comment will be included outlining the action taken. The instructor will return the paper/exam to the student.

It is possible a paper will be fully re-graded if a grading concern is submitted to the instructor particularly if the concern(s) raised is/are frivolous, unsubstantiated or excessive. If the concern is more general (e.g. how can I improve my exam or paper grade in the future) then an appointment should be made with the instructor / TA to discuss this issue further. To better facilitate this discussion the student should provide a previous example of their work (e.g. an exam or paper) to the instructor (or TA) in advance to permit adequate time to consider the composition of the paper or exam. If you have concerns/questions about course content, the syllabus, an assignment or material taught in the class these concerns are best handled through discussion with the instructor to avoid misunderstandings.

NOTE: You are responsible for maintaining copy of all your assignment until you have received your final grade. You may be required to resubmit your assignment in the event of a grade dispute or grade reevaluation.

Group work

You are responsible for forming your own groups for both assignments. The groups will be subject to the approval of the instructor. The may alter the group members in order to include all students in the class in a group. The groups should be 4-5 students in size. If you cannot find a group to be part of instructor may assign you to a group. It is your responsibility to inform instructor via email with your student number included if you do not have a group at the time groups are formalized for the group assignments.

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 WebCT). The students do not need to turn in their homework. The solutions of the homework are available on the course WebCT.

Tentative 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.

Class	Dates	Subject	Readings/Assignment
1	7 th Jan 2014	Introduction	Stevenson & Hojati, Chapter 1
2	14 th Jan 2014	Chapter 2-Competitiveness, Strategy, and Productivity Chapter 3-Forecasting	Stevenson & Hojati, Chapter 2 &3
3	21 st Jan 2014	Chapter 5-Strategic Capacity Planning 5S Decision Analysis Chapter 7-Design of work system	Stevenson & Hojati, Chapter 5&7
4	28 th Jan 2014	Chapter 6-Process Design and Facility Layout Chapter 6S-Linear Programming	Stevenson & Hojati, Chapter 6& 6S
5	4 th Feb 2014	Chapter 4 Product and Service Design Chapter 8-Location planning & Analysis	Stevenson & Hojati, Chapter 4 & Chapter 8 Assignment Due
6	11 th Feb 2014	Midterm exam	Exam chapters include: 1 to 8
	17 th Feb to 21 st Feb 2014	Winter Break, no classes	
7	25 th Feb 2014	Chapter 9-Management of Quality Chapter 10-Quality Control	Stevenson & Hojati, Chapter 9 & 10
8	4 th Mar 2014	Chapter 11-Supply Chain Management	Stevenson & Hojati, Chapter 11
	11 th Mar 2014	Chapter 12-Inventory Management	Stevenson & Hojati, Chapter 12
9	18 th Mar 2014	Chapter 13-Aggregate Operations Planning	Stevenson & Hojati, Chapter 13
10	25 th Mar 2014	Chapter 14- MRP/ERP	Stevenson & Hojati, Chapter 14
11	1 st Apr 2014	Chapter 16- Job & Staff Scheduling	Stevenson & Hojati, Chapter 16
12	8 th Apr 2014	TBA	TBA
13	TBA	Final Examination	Exam chapters include:9 to 16

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.

Medical certificate

Please note that in all occasions that call for a medical certificate you must use or furnish the information demanded in the standard university form.

<http://www1.carleton.ca/registrar/forms/>

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, Plagiarism, 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 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. Please consult the PMC website 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 December 2013 exam period is November 8, 2013 and for the April 2014 exam period is March 7, 2014.

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/>.

Assistance for Students:

Student Academic Success Centre (SASC): 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

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.
 - 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/>
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Winter Term 2014 Important Dates

Date	Activity
January 2, 2014	University re-opens.
January 6, 2014	Winter-term classes begin.
January 17, 2014	Last day for registration for winter term courses. Last day to change courses or sections (including auditing) for winter term courses.
January 31, 2014	Last day for withdrawal from winter term and winter portion of fall/winter courses with full fee adjustment.
February 1, 2014	Last day for receipt of applications for admission to the Bachelor of Architectural Studies and the Bachelor of Social Work degree programs for the fall/winter session.
February 14, 2014	April examination schedule available online.
February 14-22, 2014	Fall-term deferred examinations will be written.
February 17, 2014	Statutory holiday. University closed.
February 17-21, 2014	Winter Break, no classes.
March 1, 2014	Last day for receipt of applications from potential Spring (June) graduates. Last day for receipt of applications to the Bachelor of Humanities, Bachelor of Industrial Design, Bachelor of Information Technology (Interactive Multimedia and Design), Bachelor of Journalism, and the Bachelor of Music degree program for the fall/winter session. Last day for receipt of applications for admission to a program for the summer term.
March 7, 2014	Last day to submit, to the Paul Menton Centre for Students with Disabilities, Formal Examination Accommodation Forms for April examinations.
March 25, 2014	Last day for tests or examinations in courses below the 4000-level before the final examination period (see Examination Regulations in the Academic Regulations of the University section of this Calendar).
April 1, 2014	Last day for receipt of applications for admission to an undergraduate degree program for the fall/winter session, from

Date	Activity
April 8, 2014	candidates whose documents originate outside Canada or the United States, except for applications due February 1 or March 1. Winter term ends. Last day of fall/winter and winter-term classes. 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 9-10, 2014	No classes or examinations take place.
April 11-26, 2014	Final examinations in winter term and fall/winter courses may be held. Examinations are normally held all seven days of the week. Please note that examinations will not be held on April 18-20.
April 15, 2014	Winter Co-op Work Term Reports are due.
April 18, 2014	Statutory holiday, University closed.
April 26, 2014	All take home examinations are due on this day.
May 1, 2014	Last day for receipt of applications for internal degree transfers to allow for registration for the summer session.
June 1, 2014	Last day for receipt of applications for admission to an undergraduate program for the fall/winter session from mature applicants, from those presenting post-secondary education qualifications and from those transferring from other universities in Canada or the United States, and from applicants with high school qualifications from Canada and the United States, except for applications due March 1.
June 9-19, 2014	Fall/winter and winter term deferred final examinations will be held.
June 15, 2014	Last day for receipt of applications for internal degree transfers to allow for registration for the 2013-2014 fall/winter session.