



COURSE OUTLINE

BUSI 2301F

Introduction to Operations Management

Winter 2014

M 6-9 PM

Room Tory Building RM 340

Professor Mike Horricks CSCMP
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Office: N/A- in class prior to class
Office hours: Prior to class - 5:00 to 5:45

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

Cases: *Barilla SpA (A)* Harvard Business School 9-694-046

Zara: IT for Fast Fashion Harvard Business School 9-604-081

Prerequisites

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

The School of Business enforces all prerequisites.

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. 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. Participation in the class will be monitored by the instructor and will make up a portion of the grade. Failure to attend class on a regular basis and not participate reduces your overall grade by 10 percent. Actual case submissions will make up the remainder of the participation marks.

Grading

Midterm	30%
Final Exam	50%
Case Study / Participation	<u>20%</u>
-	100%

Homework

There will be readings and review questions given during the semester to enable each student to practice the techniques and tools being taught. For many of the chapters and classes, homework is given at the last slide for the session. The students will also have to turn in their homework as part of the class participation marks. The solutions of the homework are available on the Cu Learn system.

Exams

No mid-term 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. However, students who do not obtain at least 50% average on their term work for the course (i.e. mid-term, and quizzes 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 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 homework assignments and tests.

Date	Subject
2014-01-06	Introduction Chapter 1 Historical perspective / Chapter 2-Competitiveness, Strategy, and Productivity
2014-01-13	Chapter 3-Forecasting Chapter 11- Supply Chain Management
2014-01-20	Chapter 4 -Product and Service Design / Chapter 5-Strategic Capacity Planning- Case Study Zara IT supplement 5*-decision analysis
2014-01-27	Chapter 6-Process Design
2014-02-03	Chapter 7-Design of work system/Chapter 8-Location planning &Analysis
2014-02-10	Chapter 9-Management of Quality/ Zara case Assignment due
2014-02-17	Stat Holiday University closed - University Reading Week
2014-03-01	Midterm Exam March 1 Tentative -TBD
2014-03-03	Chapter 10-Quality Control, Chapter 12-Inventory Management
2014-03-10	Supplement 6-linear programming / Chapter 16-Job and Staff Scheduling
2014-03-17	Chapter 13-Aggregate Operations Planning - Case Study - Barilla SpA
2014-03-24	Chapter 14-MRP/ERP
2014-03-31	Supply Chain Management- revisited Ch 11
2014-04-07	Course Review / Careers Barilla case Study due

* You can find supplement 5 and 6 in your student DVD, in the folder "additionalcontent"

http://highered.mcgraw-hill.com/sites/0070951675/student_view0/additional_content.html

IMPORTANT ADDITIONAL INFORMATION

Course Requirements & Methods of Evaluation:

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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IMPORTANT DATES TO REMEMBER – Winter Term 2014

Winter Term 2014

Date	Activity
January 2,	University re-opens.
January 6,	Winter-term classes begin.
January 17,	Last day for registration for winter term courses. Last day to change courses or sections (including auditing) for winter term courses.
January 31,	Last day for withdrawal from winter term and winter portion of fall/winter courses with full fee adjustment.
February 1,	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,	April examination schedule available online.
February 14-22,	Fall-term deferred examinations will be written.
February 17	Statutory holiday. University closed.
February 17-21,	Winter Break, no classes.
March 1	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	Last day to submit, to the Paul Menton Centre for Students with Disabilities, Formal Examination Accommodation Forms for April examinations.
March 25	Last day for tests or examinations in courses below the 4000-level before the final examination period (see Examination Regulations

Date	Activity
	in the Academic Regulations of the University section of this Calendar).
	Last day for receipt of applications for admission to an undergraduate degree program for the fall/winter session, from 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	No classes or examinations take place.
April 11-26	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	Winter Co-op Work Term Reports are due.
April 18	Statutory holiday, University closed.
April 26	All take home examinations are due on this day.
May 1	Last day for receipt of applications for internal degree transfers to allow for registration for the summer session.
June 1	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	Fall/winter and winter term deferred final examinations will be held.
June 15	Last day for receipt of applications for internal degree transfers to allow for registration for the 2013-2014 fall/winter session.