



BUSI 2301A  
Introduction to Operations Management  
Fall 2015

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Office hours: Tuesday, 10 AM -11AM

**Course meets:** Wednesday 14:35-17:25

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

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 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. Participation in the class will be recorded. 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.

## Grading

Midterm	35%
Final Exam	40%
Group exercise 1	8%
Group exercise 2	8%
Group exercise 3	<u>9%</u>
	100%

## 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.

## In-class activities

You will perform some short in-class activities/games. Your participation will be recorded.

## Group exercise

There will be three group exercises during the semester. The exercises are related to topics covered in class. The exercises will be graded based on the

report submitted by groups. Groups of four to six students will be formed to work together throughout the course to work on the group exercise and in-class activities.

## Exams

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

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 quizzes and tests.

	<b>Subject</b>	<b>Note</b>
9/2/2015	Introduction/Chapter 2-Competitiveness, Strategy, and Productivity	
9/9/2015	Chapter 11- Supply chain management	
9/16/2015	Chapter 4 -Product and Service Design	Group exercise 1. <u>Please bring a pencil and laptop to class</u>
9/23/2015	Chapter 6-Process Design and Facility Layout	Report for group exercise 1 is due
9/30/2015	Chapter 3-Forecasting	
10/7/2015	Chapter 5--Strategic Capacity Planning /Supplement 5*- Decision analysis / Chapter 8- Location planning &Analysis	
10/14/2015	Chapter 8-Location planning &Analysis /Chapter 12-inventory management	Group exercise 2 is released on Culearn

TBA	Midterm exam	
10/21/2015	Supplement 6*-linear programming*	
10/28/2015	Fall Break	
11/4/2015	Chapter 16-Job and Staff Scheduling	Report for group exercise 2 is due
11/11/2015	Chapter 9-Management of Quality/ Chapter 10-Quality Control	Group exercise 3 is released on Culearn
11/18/2015	Chapter 13-Aggregate Operations Planning	Report for group exercise 2 is due
11/25/2015	Chapter 14-MRP/ERP	
12/2/2015	TBA	

\* You can find supplement 5 and 6 at:

[http://highered.mcgraw-hill.com/sites/0070951675/student\\_view0/additional\\_content.html](http://highered.mcgraw-hill.com/sites/0070951675/student_view0/additional_content.html)

### 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 = 53-56
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](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*). 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 December 2015 exam period is November 6, 2015 and for the April 2016 exam period is March 6, 2016.

#### *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](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:**

- 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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