



**Carleton**  
University

**Sprott**  
School of Business

CARLETON UNIVERSITY  
SPROTT SCHOOL OF BUSINESS  
BUSI 2301 / C  
FALL 2024  
INTRODUCTION TO SUPPLY AND OPERATIONS MANAGEMENT

**Instructor: Dr. Ahmed Doha**

**Instructor Email:** [ahmed.doha@carleton.ca](mailto:ahmed.doha@carleton.ca) (only means of online communication)

**Phone Number:** (613) 520-2600 ext. 1909

**Office:** NI 5036

**Teaching Assistant (TA):** TBA

**Teaching Assistant Email:** TBA

**Teaching Assistant Office Hours:** To be announced. By appointment only.

**Schedule:** Thursdays 8:35 am - 11:25 am.

**Delivery mode:**

- Lectures in class (note: one or two classes might be offered on Zoom)
- Quizzes online taken in class
- Final exam online taken remotely

**Pre-requisites & precluded Courses:** Second year standing. Restricted to selected Sprott programs. Lecture three hours a week

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**Course Calendar description from the [2024/2025 University calendar](#):** Concepts, models, and managerial issues in planning, designing, operating and controlling systems across supply chains for the provision of goods and services. Emphasis on basic ideas and tools.

**Course Description:** This course is an introduction to the field of supply chain and 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 conceptual and quantitative in nature. This course is important for professionals in all business concentrations as it explains contemporary frameworks and analytical tools that help understand core supply chain and operations management issues.

## **Required Materials**

**Textbook:** William J. Stevenson, Hyde Mottaghi, Behrouz Bakhtiari, 2021, Operations Management, 7th Canadian Edition, McGraw-Hill Ryerson, Toronto. ISBN: 126032687X · 9781260326871.

**Presentation Slides:** Each week before class, the instructor will post a slides deck on BrightSpace to facilitate access to the week's topic. These slides will determine the parts in a given chapter that are included in the course coverage.

## **Course Evaluation**

### **Grade Distribution**

Quiz 1	10%
Quiz 2	10%
Quiz 3	10%
Attendance	10%
Final Exam	60%

### **Quizzes**

The quizzes act in lieu of a midterm exam. The topics covered in the quizzes will not be covered in the final exam. There will be three quizzes to be written and submitted online in the first 30 minutes of class as indicated in the course schedule. The online quizzes will be posted under the respective weeks' sections on BrightSpace. Only university-approved reasons for missing a quiz will be considered. Any collaboration among students will be considered plagiarism and will be subject to appropriate academic penalties.

### **Attendance**

Class attendance is important and is part of the overall grade. Attendance will be taken electronically using Poll Everywhere supported by Carleton's Educational Development Center. You need to register on Poll Everywhere using your cmail account (get in touch with EDC for any technical problems). A connected device such as a smartphone, tablet, or laptop is required in class to register attendance. In order to get the full participation mark, a student should not miss more than two classes AND electronically answer the Poll Everywhere attendance question in class. Missing more than two classes is highly discouraged and will result in 50% reduction in the overall attendance grade.

### **Final Exam**

The final exam will be non-cumulative focusing only on the topics that were not covered in the three quizzes. Both quantitative and qualitative questions can be expected. The date and time of the final exam will be announced by the university. The scheduling office will determine the student's eligibility for a deferred final examination. However, students who do not obtain at least 50% average on their term work for the course (i.e. quizzes) may be refused by the instructor to take a final examination and in such case will fail the course.

### **Practice Questions**

Each week before class, the instructor will post practice questions along with the solutions. Students are not required to submit their solutions and there is no grade assigned to this activity.

## General Guidelines

### Miscellaneous

- Students who miss a deadline or an exam only due to university-approved circumstances may qualify for accommodation. The instructor will determine the appropriate form and schedule of the accommodation.
- Students should use their email account and not any other email accounts to communicate with the instructor or the TA.

### Study Best Practices

This section offers advice on best study practices to do well in this course. In average, you should aim to dedicate about six hours per week to study the subject. Three hours lecture, and three additional hours for reading the textbook chapter(s) on the week's subject and for doing some practice problems. If you encountered a challenge learning a concept or solving a problem, then refer to the slides and/or the textbook. If the challenge persists, then do reach out to the teaching team (first the TA and then the instructor if needed) to get any questions or ambiguities clarified. When working on the practice problems published each week, make sure you first finalize working on the problems before benchmarking your answers with the published solution. Do not take any peek at the solution prior to developing your own solutions regardless of how correct they may be. Just reading the problem and its solution will do you no good in encountering the intended challenge(s) in typical exam problems and consequently in getting you trained to elect the best ways to deal with these encounters.

### Academic Support

There is a number of ways to get the support you need while studying this course. You can send an email with your question(s) first to the TA and then to the instructor if needed. You can also meet with the TA during office hours (email appointment needed) to discuss your questions(s) in real time.

## Tentative Schedule

<b>Wk</b>	<b>Date</b>	<b>Topic</b>	<b>Delivery Mode</b>	<b>Assignment Due Date</b>
1	Sep 5, 2024	<b>Chapter 1:</b> Introduction <b>Chapter 2:</b> Competitiveness, Strategy, and Productivity	In-class	
2	Sep 12, 2024	<b>Chapter 4:</b> Product and Service Design	In-class	
3	Sep 19, 2024	<b>Chapter 6:</b> Process Design and Facility Layout	In-class	
4	Sep 26, 2024	<b>Chapter 5:</b> Strategic Capacity Planning Supplement 5: Decision Analysis	In-class	
5	Oct 3, 2024	<b>Chapter 8:</b> Location Planning & Analysis	In-class	<b>QUIZ # 1 (Ch 5. &amp; Supp. 5)</b>
6	Oct 10, 2024	<b>Chapter 11:</b> Inventory management	In-class	
7	Oct 17, 2024	<b>Chapter 15:</b> Supply Chain Management	In-class	<b>QUIZ # 2 (Ch 11)</b>
8	Oct 24, 2024	Fall Break. Classes are suspended.		
9	Oct 31, 2024	<b>Supplement 6:</b> Linear Programming	In-class	
10	Nov 7, 2024	<b>Chapter 3:</b> Forecasting	In-class	
11	Nov 14, 2024	<b>Chapter 12:</b> Aggregate Operations Planning	In-class	<b>QUIZ # 3 (Ch 3)</b>
12	Nov 21, 2024	<b>Chapter 13:</b> Material Requirements Planning	In-class	
13	Nov 28, 2024	<b>Chapter 9:</b> Management of Quality <b>Chapter 10:</b> Statistical Quality Control	In-class	
14	Dec 5, 2024	General Practice	In-class	
	TBA	<b>FINAL EXAM</b>		

## 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

Carleton is committed to providing academic accessibility for all individuals. You may need special arrangements to meet your academic obligations during the term. The accommodation request processes, including information about the *Academic*

*Consideration Policy for Students in Medical and Other Extenuating Circumstances*, are outlined on the Academic Accommodations website ([students.carleton.ca/course-outline](https://students.carleton.ca/course-outline)).

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-AcademicAccommodation.pdf](https://carleton.ca/equity/wp-content/uploads/Student-Guide-to-AcademicAccommodation.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-AcademicAccommodation.pdf](https://carleton.ca/equity/wp-content/uploads/Student-Guide-to-AcademicAccommodation.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 613-5206608 or [pmc@carleton.ca](mailto: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](https://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/sexualviolence-support](https://carleton.ca/sexualviolence-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-StudentActivities-1.pdf>

For more information on academic accommodation, please contact the departmental administrator or visit: [students.carleton.ca/course-outline](https://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 fulltime 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](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 <https://carleton.ca/its/get-started/new-students-2/>
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