



Carleton
University

Sprott
School of Business

CARLETON UNIVERSITY
BUSI 2301/A
SUMMER 2024
INTRODUCTION TO SUPPLY AND OPERATIONS MANAGEMENT

Instructor: Golnoush Zeidabadi
Office Hours: By appointment
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TA: To be determined

Modality: In-Person, Tuesdays and Thursdays 18:05-20:55

Pre-requisites & precluded Courses: Precludes additional credit for BUSI 3300 (**no longer offered**). Prerequisite(s): second-year standing. Restricted to selected Sprott programs.

Course Calendar description from the [2023/2024 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:

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 organization. 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 specializing 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.

Learning Outcomes:

1. Define the operations function in an organization and understand its impact.
2. Apply technical and quantitative models to solve problems related to operations management.
3. Recognize the usefulness, limitations, and pertinence of quantitative models to operations settings.
4. Develop and apply analytical and synthesis skills to operations settings.
5. Forecast demand for a product/service based on time series.
6. Apply robust inventory management methods. Understand the concepts of lean operations.
7. Measure and interpret quality in each production or service delivery setting.

Reading(s)/Textbook(s)/Required Materials (incl. technical requirements, i.e., webcam):

William J Stevenson, Hydeh Mottaghi, Behrouz Bakhtiari, 2024, Operations & Supply Chain Management, 8th Canadian Edition, McGraw-Hill Ryerson, Toronto. ISBN: 1264855877 · 9781264855872

NOTE: You can buy this textbook online (print or e-book). **Note that we will not use Connect in this course.** The link to the textbook publisher is: <https://www.mheducation.ca/operations-supply-chain-management-9781264855872-can-group#tab-label-product-description-title>

Additional reading material will be posted in Brightspace.

Course Requirements & Methods of Evaluation (including due dates):

| | | | |
|-------------------|---------------------|-------------|--------|
| Individual | Quiz #1 | 15% | May 16 |
| Individual | Quiz #2 | 15% | May 28 |
| Individual | Quiz #3 | 15% | Jun 06 |
| Individual | Final Exam | 45% | TBD |
| Individual | Class participation | 10% | |
| | Total | 100% | |

Quizzes (3*15%= 45%)

The objective of the tests/quizzes is to encourage studying the course material on a regular basis and practice for exams. There will be three online quizzes given during the semester. The quizzes are closed book. You should complete the quizzes by yourself. There will be no make-up offered for missing a quiz. Any collaboration among students will be considered plagiarism and will be subject to appropriate academic penalties. The topics covered in the quizzes will not be included in the final exam.

Final Exam (45%)

The final exam will be comprehensive. Both quantitative and qualitative questions can be expected. It is a closed book and closed notes. It will be partially cumulative, focusing solely on the topics that were not covered in the quizzes. The date, time, and location of the final exam will be announced by the university which may be scheduled to be taken online (details will follow). The Registrar's Office will determine the student's eligibility for a deferred final examination following the rules of the University. 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 online office during office hours.

Class Participation (10%)

Class attendance is essential for engaging with the course materials and interacting with the instructor and classmates. Students need to attend classes and answer the attendance questions. Students will learn the topics gradually during the course and they are expected to complete their assignment on time. Each time the students submit an answer, the student will receive one class participation point (regardless of the correctness of the answer). A connected device such as a smartphone, tablet, or laptop is required to register attendance.

Communications:

Information will be communicated regularly during class. In addition, this information will be posted on Brightspace. This site will be the primary source for course materials, including announcements, assignments, supplemental lecture slides, etc. Therefore, please check the course Brightspace site very regularly. In case of class cancellation due to inclement weather or other unforeseen circumstances, an announcement will be posted on Brightspace as soon as possible.

Email Policy:

Note that I will not monitor or reply to Brightspace chats. I generally answer emails within 24 hours. However, for questions already covered in class, please review the course outline and other documents posted on Brightspace. Note that Carleton University requires that you use your Carleton email account. Indicate the course and section in the subject line to speed up replies. I expect professionally written business emails. Inappropriate emails will be returned, unanswered, to the sender.

Course Copyright:

Classroom teaching and learning activities, including lectures, discussions, presentations, etc., by both instructors and students, are copyright-protected and remain the intellectual property of their respective author(s). All course materials, including PowerPoint presentations, outlines, and other materials, are protected by copyright and remain the intellectual property of their respective author(s).

Students registered in the course may take notes and make copies of the course materials for their educational use only. Students are not permitted to reproduce or distribute lecture notes and course materials publicly for commercial or non-commercial purposes without

express written consent from the copyright holder(s). Recordings are also protected by copyright. The recordings are for your educational use, but you are not permitted to publish them on third-party sites, such as social media and course materials sites.

Course Schedule:

| Lecture | Date | Topics/Agenda | Note |
|----------------|---------------|--|------------------------------|
| 1 | May 07 | Chapter 1- Introduction to OM Chapter 2-Competitiveness, Strategy, and Productivity | |
| 2 | May 09 | Chapter 3-Demand Forecasting | |
| 3 | May 14 | Chapter 3-Demand Forecasting Chapter 5-Strategic Capacity Planning | Chapter 4 Self-Study |
| 4 | May 16 | Chapter 6- Process Design and Facility Layout Supplement 6: Linear Programming | Quiz 1 Chapter 3 |
| 5 | May 21 | Chapter 9-Management of Quality | Chapter 8 Self-Study |
| 6 | May 23 | Chapter 10-Quality Control | |
| 7 | May 28 | Chapter 11-inventory management | Quiz 2 Chapter 4,5 |
| 8 | May 30 | Chapter 11-inventory management | |
| 9 | Jun 04 | Chapter 12: Aggregate Operations Planning | |
| 10 | Jun 06 | Chapter 12: Aggregate Operations Planning | Quiz 3 Chapter 8,9 |
| 11 | Jun 11 | Chapter 13: MRP/ERP | |
| 12 | Jun 13 | Chapter 13: MRP/ERP | |
| 13 | Jun 18 | Chapter 14: Just in Time | |
| | TBD | Final Exam | |

NOTE: This schedule is tentative and may change in the course of the term. I will communicate changes in class and on Brightspace.

NOTE: Supplements are available on Brightspace.

Contribution to Learning Goals of the Program ([BCom](#), [BIB](#)):

| Program Learning Goal | Competencies Not Covered | Competencies Introduced (only) | Competencies Taught But Not Assessed | Competencies Taught and Assessed |
|---|--------------------------|--------------------------------|--------------------------------------|----------------------------------|
| CHECK (X) ONE PER ROW | | | | |
| BC1 Knowledge <i>Graduates will be skilled in applying foundational business knowledge to appropriate business contexts.</i> | | | | x |
| BC2 Collaboration <i>Graduates will be collaborative and effective contributors in team environments that respect the experience, expertise and interest of all members.</i> | | | x | |
| BC3 Critical Thinking <i>Graduates will be discerning critical thinkers, able to discuss different viewpoints, challenge biases and assumptions, and draw conclusions based on analysis and evaluation.</i> | | | | x |
| BC4 Communication <i>Graduates will be effective and persuasive in their communications.</i> | | x | | |
| BI5 Global Awareness (BIB ONLY) <i>Graduates will be globally-minded.</i> | | x | | |

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 Spratt 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.

Grading

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 Accommodation

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.

Process: If an alleged violation occurs, all relevant documentation will be forwarded to the Dean. If the allegation proves true, the 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. **For a first offence, at a minimum, the penalty assigned will normally be a zero on the submitted work and at least a minimum full grade reduction of the final course grade. For a second offence, at a minimum, the penalty assigned will normally lead to a suspension from studies.**

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 Undergraduate Student Services Office offers program advising and overall student success support. Our team is available to discuss your academic goals and your program progression plans. We can also work with you to develop strategies for success, including study skills for Business. If you experience any difficulty this term or if you would like to access support, please contact our team at bcom@sprott.carleton.ca or at bib@sprott.carleton.ca.

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 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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