

# General Course Information

**Course Title:** TOMS 5302 Operations Management

**Credit Weight:** 0.25 credit

**Prerequisites:** BUSI 5801

## Course Description

The provision of services and goods to customers, with a focus on efficiency, effectiveness, and productivity. Planning and control of processes involving products, workers, equipment, suppliers, and customers. Effects of variation and uncertainty on the lead time, inventory, quality, and customer service.

## Course Rationale

Operations management (OM) encompasses the body of knowledge concerning the management of resources and activities that produce goods and services for customers. It may be defined as the design, operation, and improvement of the systems that create the firm's products and services. The goal of OM is to provide value to the customer through the effective and efficient management of processes, including service and product design. In a broader sense, OM is a set of concepts and tools that can be useful in the management of the operations of organizations of any kind - private or public, large or small, for-profit or not-for-profit. Since operations are at the core of any business (without it, there is no business!) OM is an essential area of management study.

This course focuses on OM issues and key concepts as well as techniques to deal with them for efficient and effective operations. Four critical themes of operations management are emphasized: operations strategy, process design and/or improvement solutions, process management practices, and the role of operations in the creation of customer value.

## Course Learning Objectives

After successfully completing this course, you will be able to:

- CO1. Articulate core concepts, principles, and practices of operations management in service and manufacturing organizations.
- CO2: Analyze strategic operations management decisions by assessing competing priorities and trade-offs.
- CO3. Apply operations management decision-making tools and techniques to formulate design and/or improvement solutions.
- CO4. Implement the operations management practices of lean thinking and quality management.
- CO5. Analyze tactical operations management decisions related to inventory management.

## Course Schedule

The modules for the Online MBA run from Monday to Sunday (i.e., from Day 1 through to Day 7).

Day 1=Mon; Day 2=Tue; Day 3=Wed; Day 4=Thu; Day 5=Fri; Day 6=Sat; Day 7=Sun.

Module	Topics	Materials*	Deliverable (due date)
1	Creating Value through operations	[CE]: Chapter 1	Module 1 Discussion-Initial Publication ( <i>Day 3</i> ) Module 1 Discussion-Reply to a classmate's initial publication ( <i>Day 7</i> ) Module 1 Discussion – Q&A Forum Posts ( <i>Day 7</i> ) Individual Scenario Analysis ( <i>Day 7</i> ) Quiz – Module 1 Review ( <i>Day 7</i> )
2	Operations strategy and competitiveness	[CE]: Chapter 3	Module 2 Discussion-Initial Publication ( <i>Day 3</i> ) Module 2 Discussion-Reply to a classmate's initial publication ( <i>Day 7</i> ) Module 2 Discussion – Q&A Forum Posts ( <i>Day 7</i> ) Individual Scenario Analysis ( <i>Day 7</i> ) Quiz – Module 2 Review ( <i>Day 7</i> )
3	Goods and Service Design	[CE]: Chapter 5	Module 3 Discussion-Initial Publication ( <i>Day 3</i> ) Module 3 Discussion-Reply to a classmate's initial publication ( <i>Day 7</i> ) Module 3 Discussion – Q&A Forum Posts ( <i>Day 7</i> ) <b>Modules 1 &amp; 2 - Case Write-Up Analysis (<i>Day 7</i>)</b> Quiz – Module 3 Review ( <i>Day 7</i> )
4	Process strategy and Analysis	[CE]: Chapter 7	Module 4 Discussion-Initial Publication ( <i>Day 3</i> ) Module 4 Discussion-Reply to a classmate's initial publication ( <i>Day 7</i> ) Module 4 Discussion – Q&A Forum Posts ( <i>Day 7</i> ) Individual Scenario Analysis ( <i>Day 7</i> ) Quiz – Module 4 Review ( <i>Day 7</i> )
5	Managing quality	[CE]: Chapter 16	Module 5 Discussion-Initial Publication ( <i>Day 3</i> )

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Module	Topics	Materials*	Deliverable (due date)
			Module 5 Discussion- Reply to a classmate's initial publication ( <i>Day 7</i> ) Module 5 Discussion – Q&A Forum Posts ( <i>Day 7</i> ) Quiz – Module 5 Review ( <i>Day 7</i> )
6	Lean operation systems	[CE]: Chapter 18	Module 6 Discussion- Initial Publication ( <i>Day 3</i> ) Module 6 Discussion- Reply to a classmate's initial publication ( <i>Day 7</i> ) Module 6 Discussion – Q&A Forum Posts ( <i>Day 7</i> ) <b>Module 5</b> - Case Write-Up Analysis ( <i>Day 7</i> ) Quiz – Module 6 Review ( <i>Day 7</i> )
7	Inventory management fundamentals	[CE]: Chapter 2	Module 7 Discussion- Initial Publication ( <i>Day 3</i> ) Module 7 Discussion- Reply to a classmate's initial publication ( <i>Day 7</i> ) Module 7 Discussion – Q&A Forum Posts ( <i>Day 7</i> ) Individual Scenario Analysis ( <i>Day 7</i> ) <b>Module 6</b> - Case Write-Up Analysis ( <i>Day 7</i> ) Quiz – Module 7 Review ( <i>Day 7</i> )

\*[CE] stands for Collier & Evans, the course textbook authors. (see section 8 for details)

## Learning Materials

### Textbook

David A. Collier, and James R. Evans (2020): Operations and Supply Chain Management; 2<sup>nd</sup> edition; Cengage; 686 pages. (Available for purchase at <https://www.cengage.ca/c/operations-and-supply-chain-management-2e-coller-evans/9780357131695/>).

## Grading Scheme

Activity	Scored Out of	Total Points	Percent of Total Grade
Case Write-ups (3 equally marked)	400	1200	34.29%

Activity	Scored Out of	Total Points	Percent of Total Grade
Module Scenario Analysis (4 equally marked)	200	800	22.85%
Module Discussion - Initial Publication (5 out of 7 equally marked)	100	500	14.29%
Module Discussion - Responding to Post (5 out of 7 equally marked)	50	250	7.14%
Module Discussion - Q&A Forum (5 out of 7 equally marked, 2+ per module)	50	250	7.14%
End of module quiz (5 out of 7 equally marked)	100	500	14.29%
<b>TOTAL</b>		3500	100%

**Bonus Points:** Students are encouraged to participate in two scheduled surveys of the course to obtain feedback on the different aspects of the course. The feedback received will be used to make course improvements. Students who take part in course surveys will receive a total of 204 points (102 points per survey) to add to their total course points.

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