



BUS 371 *Operations Management* (3 credit hours) Fall 2011

Class Schedule:

Wednesdays 6:30 – 9:30 PM
Class Location: Room A1085-1

Instructor Information:

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Course Description:

An introduction to the nature and problems of operations and production management. Topics include the allocation and scheduling of resources, inventory management, quality control, operations layout and design, project planning and control, and improvement/innovation of business processes. The intent is to provide a broad overview of the subject material and an understanding of how operations management affects business strategy and interacts with the other functional disciplines.
Prerequisites: BUS 100, CS 100 and STA 210

Course Objectives:

Production and operations management is concerned with the economic use of inputs (human, material, facilities, equipment and information) to create goods and services that will satisfy the perceived wants of customers. Successful management requires optimal decision-making to determine how best to design and operate a system economically.

We will consider several of the major problem issues that typically arise in the management of both manufacturing and service organizations, and we will examine several alternative approaches to the solution of these issues. We will be taking a broad view of production/operations management as opposed to developing significant in-depth expertise in one or more areas.

By the end of this course you will understand:

- Key aspects and areas of responsibility of operations management;
- The strategic importance of operations management in competitive business environments;
- The interaction between operations management and other functional areas of business;
- Key terms, concepts, and practices for planning, organizing, and controlling resources to improve the quality, efficiency, and cost of production and service operations
- Evaluate the impact of a Christian worldview on operations management

Required Textbook:

Operations Management, 4th Canadian Edition, Stevenson and Hojati, McGraw-Hill Ryerson, 2011.

Course Requirements:

The course is composed of three main activities: content assimilation, content application, and situation analysis. Students will be expected to assimilate course content through textbook and other readings and through course content lectures. Students will be expected to participate in class discussion in which course content is applied to simulated situations. Finally, working in groups, students will be expected to identify, analyze and address an operational situation at an organization of their choosing. The situation and the proposed remediation will be presented to the class at the end of the semester.

Students will be evaluated on the basis of the following:

Midterms: Two midterm exams based on course content and in-class lectures and problems. (20% each)

Participation: Attendance and participation in class discussion of content application. (10%
Note: 1% will be lost for every missed discussion and final project presentation class)

Collaborative Project: Working in groups students will identify an operation issue in an organization of their choosing. They will provide an analysis of the situation, propose remediation and an action plan/evaluation. Marks will be allocated based on achieving specified milestones throughout the term (10%), as well as the final digital project (15%) and its presentation. (5%) (total 30%)

Final Exam: Students will complete a comprehensive exam on all course content. This will be designed to test the conceptual understanding and procedural application of the material covered during the course, and will be patterned after the midterm examinations and in-class exercises and problems. (total 20%)

The following is a summary of all evaluation methods and relative weights for the course:

Evaluation Method	Weight	Date	Material
Midterm 1	20%	Oct 12	Chps. 1 -4, 6, 7
Midterm 2	20%	Nov 9	Chps. 8 -11, 15
Participation	10%		
Collaborative Project	30%	Sept 28, Nov 9, Dec 7	
Final exam	20%	TBA	All above + Chps. 12, 16 - 18

Examinations:

Final examinations are held during a scheduled time at the end of the semester for regular semester classes and are scheduled by the Registrar. Graded final examinations will be available for supervised review at the request of the student.

Grading Scale:

The available letters for course grades are as follows:

<u>% Grade</u>	<u>Letter Grade</u>	<u>Description</u>
95% to 100%	A+	
90% to 94%	A	Excellent
85% to 89%	A-	
80% to 84%	B+	
76% to 79%	B	Good
72% to 75%	B-	
68% to 71%	C+	
64% to 67%	C	Satisfactory
60% to 63%	C-	
55% to 59%	D+	
50% to 54%	D	Minimal Pass
0% to 49%	F	Failure

Important Dates for Registration, Withdrawal, and Course Auditing

September 18th, 2011, is the last day to enter a course without permission or to withdraw from a course without incurring a financial penalty in terms of tuition refund.

November 14th, 2011, is the last day to voluntarily withdraw from a course or change to audit without academic penalty.

Course withdrawal forms are available from the Registrar. Students who do not follow the proper withdrawal procedures will be recorded as having failed the course.

In-class Use of Electronic Devices

The use of personal electronic devices by students in-class is purely at the discretion of the instructor. The use of music players, earphones, cell phones, PDAs, or any other personal entertainment devices will not be allowed in-class at any time. Typically, laptop or notebook computers may be utilized only for taking notes or reviewing course materials if necessary. However, if laptop use becomes a distraction for other students in the class, or is used for activities that are not class-related (i.e. Internet browsing, playing games, watching videos, emailing, chatting, etc.), the instructor will ask the student to stop using the laptop and put it away, and make a deduction to the student's course participation grade – 20% deduction for first instances; additional 40% deduction and loss of laptop use for the remainder of the semester for any repeat instances.

Audio or video recording of class lectures is strictly prohibited without the prior expressed consent of the instructor.

Important Notes

Students are advised to retain this syllabus for their records. It is the responsibility of all students to become familiar with and adhere to academic policies as stated in the Student Handbook and Academic Calendar. Personal information, that is information about an individual that may be used to identify that individual, may be collected as a requirement as part of taking this class. Any information collected will only be used and disclosed for the purpose for which the collection was intended. For further information contact the Privacy Compliance Officer at privacy@ambrose.edu.

Although extensions to coursework in the semester are at the discretion of the instructor, students may not turn in coursework for evaluation after the last day of the scheduled final examination period unless they have received permission for a “Course Extension” from the Registrar’s Office. Requests for course extensions or alternative examination time must be submitted to the Registrar’s Office by the appropriate deadline (as listed in the Academic Calendar <http://www.ambrose.edu/publications/academiccalendar>). Course extensions are only granted for serious issues that arise “due to circumstances beyond the student’s control.”

Academic dishonesty is taken seriously at Ambrose University College as it undermines our academic standards and affects the integrity of each member of our learning community. Any attempt to obtain credit for academic work through fraudulent, deceptive, or dishonest means is academic dishonesty. Plagiarism involves presenting someone else’s ideas, words, or work as one’s own. Plagiarism is fraud and theft, but plagiarism can also occur by accident when a student fails or forgets to give credit to another person’s ideas or words. Plagiarism and cheating can result in a failing grade for an assignment, for the course, or immediate dismissal from Ambrose. Students are expected to be familiar with the policy statements in the current academic calendar and the student handbook that deal with plagiarism, cheating, and the penalties and procedures for dealing with these matters. All cases of academic dishonesty are reported to the Academic Dean and become part of the student’s permanent record.

Course changes, including adding or dropping a course, may be made during the Registration Revision period, as outlined in the Calendar of Events. All course changes must be recorded on a Registration form, available from the Office of the Registrar. Due to circumstances such as class size, prerequisites or academic policy, the submission of a Registration form does not guarantee that a course will be added or removed from a student’s registration. Students may change the designation of any class from credit to audit up to the date specified in the Calendar of Events, although students are not entitled to a tuition adjustment or refund after the Registration Revision period.

Withdrawal from courses after the Registration Revision period will not be eligible for tuition refund. Students intending to withdraw from some or all of their courses must

submit a completed Registration form to the Registrar's office. The dates by which students may voluntarily withdraw from a course without penalty are listed in the Calendar of Events. A grade of 'W' will be recorded on the student's transcript for any withdrawals from courses made after the end of the Registration Revision period and before the Withdrawal Deadline (also listed in the Calendar of Events). 'W' grades are not included in grade point average calculations. A limit on the number of courses from which Academic a student is permitted to withdraw may be imposed. Students wishing to withdraw from a course, but who fail to do so by the applicable date, will receive the grade earned in accordance with the course syllabus. A student obliged to withdraw from a course after the Withdrawal Deadline because of health or other reasons may apply to the Registrar for special consideration.

An appeal for change of grade on any course work must be made to the course instructor within one week of receiving notification of the grade. An appeal for change of final grade must be submitted to the Office of the Registrar in writing within 30 days of receiving notification of the final grade, providing the basis for appeal. A review fee of \$50.00 must accompany the appeal to review final grades. If the appeal is sustained, the fee will be refunded.

COURSE OUTLINE & SCHEDULE

- Week 1 (Sept 7) – Introduction (Stevenson Chapter 1 & Theology of Ops Mgt.)
- Week 2 – (Sept 14) Competitiveness, Strategy, Productivity (Stevenson, Chapter 2)
- Week 3 – (Sept 21) Demand Forecasting (Stevenson, Chapter 3)
- Week 4 – (Sept 28) Product Design (Stevenson, Chapters 4)
 - (project plan due)
- Week 5 – (Oct 5) Design Theory & Design of Work Systems (Stevenson, Chapters 6, 7)
- Week 6 – (Oct 12) Mid-term Exam, Location Selection (Stevenson, Chapter 8)
- Week 7 – (Oct 19) Quality Management (Stevenson, Chapters 9, 10)
- Week 8 – (Oct 26) Supply Chain Management (Stevenson, Chapter 11)
- Week 9 – (Nov 2) JIT and Lean Production (Stevenson, Chapter 15)
- Week 10 – (Nov 9) Mid-term Exam (project progress report due)
- Week 11 – (Nov 16) Inventory Management (Stevenson, Chapter 12)
- Week 12 – (Nov 23) Project Management (Stevenson, Chapter 17)
- Week 13 – (Nov 30) Scheduling & Queuing (Stevenson, Chapters 16, 18)
- Week 14 - (Dec 7) – Project Presentations