

BUS 296 Operations Management*3 Credits, 3 hours*

This course examines the fundamental decisions of operations management for manufacturing and service organizations. Major operational design and management decisions will be analyzed and evaluated. Integrating the organization's mission and competitive strategy is key in ensuring the goal of increased productivity.

Prerequisites: BUS110 and BUS191 (BUS 111 highly recommended)

Instructor

Instructor Name: Dr. Tianze Li
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Phone number: 780-791-8937
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Office Hours

Monday	11:30 am – 12:20 pm 12:30 pm – 1:20 pm
Wednesday	3:00 pm – 3:50 pm
Thursday	3:00 pm – 3:50 pm
Friday	12:00 pm – 12:50 pm

Hours of Instruction

Monday	10:00 am – 11:30 am	Room S112
Thursday	11:30 am – 12:50 pm	Room S112

Required Resources

Operations Management: Sustainability and Supply Chain Management, Second Canadian Edition

Plus NEW MyOMLab with Pearson eText -- Access Card Package, 2/E

ISBN-10: 013438430X, ISBN-13: 9780134384306

Access to MyOMLab is required for assignments and tests.

Access to MikesBikes is required for simulation and group presentation.

Course Outcomes

Upon successful completion of this course, the student shall be able to:

- Examine and compare major organizational competitive strategies as a basis for decision making
- Organize the activities of a project
- Develop and evaluate forecasts
- Evaluate and analyze major operational design decisions.
- Evaluate and analyze major operational management decisions.

Evaluation

In-class	10%
Presentation	5%
Simulation	10%
Assignment	20%
Mid-term	20%
Final Exam	35%
Total	100%

A grade of C- is required for progression or transfer.

Grading System

Descriptor	Alpha Grade	4.0 Scale	Percent
<i>Excellent</i>	A+	4.0	> 93.9
	A	4.0	87 – 93.9
	A-	3.7	80 – 86.9
<i>Good</i>	B+	3.3	77 – 79.9
	B	3.0	74 – 76.9
	B-	2.7	70 – 73.9
<i>Satisfactory</i>	C+	2.3	67 – 69.9
	C	2.0	64 – 66.9
<i>Progression</i>	C-	1.7	60 – 63.9
<i>Poor</i>	D+	1.3	57 – 59.9
<i>Minimum Pass</i>	D	1.0	50 – 56.9
<i>Failure</i>	F	0.0	< 50

Performance Requirements

Student Responsibilities

It is your responsibility as a student to contact the Office of the Registrar to complete the forms for Withdrawal or Change of Registration, and any other forms. Please refer to the list of important dates as noted in the Academic Schedule in the Keyano College credit calendar.

More specific details are found in the Student Rights and Student Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Student Code of Conduct Policies.

Student Attendance

Class attendance is useful for two reasons. First, class attendance maximizes a student's learning experience. Second, attending class is a good way to keep informed of matters relating to the administration of the course (e.g., the timing of assignments and exams). Ultimately, you are responsible for your own learning and performance in this course.

It is the responsibility of each student to be prepared for all classes. Students who miss classes are responsible for the material covered in those classes and for ensuring that they are prepared for the next class, including the completion of any assignments and / or notes that may be due.

Academic Misconduct

Students are considered to be responsible adults and should adhere to principles of intellectual integrity. Intellectual dishonesty may take many forms, such as:

- Plagiarism or the submission of another person's work as one's own
- The use of unauthorized aids in assignments or examinations (cheating)
- Collusion or the unauthorized collaboration with others in preparing work
- The deliberate misrepresentation of qualifications
- The willful distortion of results or data
- Substitution in an examination by another person
- Handing in the same unchanged work as submitted for another assignment
- Breach of confidentiality.

The consequences for academic misconduct range from a verbal reprimand to expulsion from the College. More specific descriptions and details are found in the Student Rights and Student Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Student Code of Conduct Policies.

In order to ensure your understanding of the concept of plagiarism, you must successfully complete the online tutorial found on ilearn.keyano.ca. Then print the certificate, sign it, and show it to each of your instructors. Your course work will not be graded until you show this signed certificate.

Specialized Supports**Counselling and Accessibility Services**

Counselling Services provides a wide range of specialized counselling services to prospective and registered students, including personal, career and academic counselling.

SKILL Centre

The SKILL Centre is a learning space in the Clearwater Campus at Keyano College where students can gather to share ideas, collaborate on projects and get new perspectives on learning from our tutorial staff.

The SKILL Centre, through a variety of delivery methods, provides assistance in skill development to Keyano students. Assistance is provided by instructors, staff and student tutors. Individuals wishing to improve their mathematics, writing, grammar, study, or other skills, can take advantage of this unique service.

Proposed Schedule of Topics

BUS 296 – Operations Management		
Tentative Schedule		
Date	Monday	Thursday
Week 1 Sep 3 – Sep 7		Chapter 1: Operations/Productivity
Week 2 Sep 10 – Sep 14	Chapter 2: Operations Strategy	Chapter 3: Project Management
Week 3 Sep 17 – Sep 21	Chapter 3: Project Management	Chapter 4: Forecasting
Week 4 Sep 24 – Sep 28	Chapter 4: Forecasting	Chapter 4: Forecasting
Week 5 Oct 1 – Oct 5	Chapter 4: Forecasting	Chapter 5: Product/Service Design
Week 6 Oct 8 – Oct 12	Thanksgiving, no class	Chapter 6: Quality
Week 7 Oct 15 – Oct 19	Supplement 6: SPC	Chapter 7: Process Strategy
Week 8 Oct 22 – Oct 26	Mid-term Review	Mid-term Exam
Week 9 Oct 29 – Nov 2	Chapter 8: Location	Chapter 8: Location
Week 10 Nov 5 – Nov 9	Chapter 9: Layout	Reading day, no class
Week 11 Nov 12 – Nov 16	Remembrance day, no class	Chapter 11: Supply Chain Management
Week 12 Nov 19 – Nov 23	Chapter 12: Inventory Management	Chapter 13: Aggregate Planning
Week 13 Nov 26 – Nov 30	Chapter 13: Aggregate Planning	Chapter 16: JIT
Week 14 Dec 3 – Dec 7	Chapter 17: Maintenance & Reliability	Final Exam Review
Week 15 Dec 10 - 14	Final Exam Week	

Please Note:

Date and time allotted to each topic is subject to change.