

**BUS 296A, 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: BUS 110 and BUS 191*

*Recommended: BUS 111*

**Instructor**

Coert Erasmus

S111A

780.791.8937

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**Office Hours**

Tuesday: 12:00 pm – 1:00 pm

Wednesday: 11:00 pm – 1:00 pm

Thursday: 12:00 pm – 1:00 pm

Friday: 12:00 pm – 1:00 pm

**Hours of Instruction**

Tuesday: 1:00 pm – 2:20 pm, CC228

Thursday: 1:00 pm – 2:20 pm, CC228

**Required Resources**

**Operations Management: Sustainability and Supply Chain Management**, 2020. Jay Heizer, Barry Render, Paul Griffin. Third Canadian Edition Plus MyLab OM with Pearson eText -- Access Card Package, 3/E, ISBN 978-0-13-522266-9

**Other supplies**

- Pearson MyLab OM Access (Please confirm that your textbook includes this access code)
- Non-programmable calculator (Texas BA II Plus OR Scientific Calculator – Casio/Sharp)

**Course Outcomes**

Upon successful completion of the 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**

Quizzes	10%
In-class (activities & pop quizzes)	15%
Assignments	15%
Midterm Exam	25%
Final Exam	<u>35%</u>
Total	100%

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

**Grading System**

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

## Proposed Schedule of Topics

<b>BUS 296 – Operations Management</b>		
<b>Tentative Schedule</b>		
<b>Date</b>	<b>Tuesday</b>	<b>Thursday</b>
<b>Week 1</b> Sep 4 – Sep 6	Orientation day	Introduction & Chapter 1: Operations/Productivity
<b>Week 2</b> Sep 9 – Sep 13	Chapter 1: Operations/Productivity	Chapter 2: Operations Strategy
<b>Week 3</b> Sep 16 – Sep 20	Chapter 3: Project Management	Chapter 3: Project Management
<b>Week 4</b> Sep 23 – Sep 27	Chapter 4: Forecasting	Chapter 4: Forecasting
<b>Week 5</b> Sep 30 – Oct 4	Chapter 4: Forecasting	Chapter 5: Product/Service Design
<b>Week 6</b> Oct 7 – Oct 11	Chapter 5: Product/Service Design	Chapter 6: Quality
<b>Week 7</b> Oct 14 – Oct 18	Supplement 6: SPC	Chapter 7: Process Strategy
<b>Week 8</b> Oct 21 – Oct 25	Chapter 8: Location	Chapter 8: Location
<b>Week 9</b> Oct 28 – Nov 1	<b>Mid-term exam</b>	Chapter 9: Layout
<b>Week 10</b> Nov 4 – Nov 8	Chapter 11: Supply Chain Management	Reading day, no class
<b>Week 11</b> Nov 11 – Nov 15	Chapter 11: Supply Chain Management	Chapter 12: Inventory Management
<b>Week 12</b> Nov 18 – Nov 22	Chapter 12: Inventory Management	Chapter 13: Aggregate Planning
<b>Week 13</b> Nov 25 – Nov 29	Chapter 16: JIT	Chapter 16: JIT
<b>Week 14</b> Dec 2 – Dec 6	Chapter 17: Maintenance & Reliability	Final Exam Review
<b>Week 15</b> Dec 9 – Break	<b>Final Exams</b>	

**Please Note:**

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

**Required Skills & Abilities**

Enrolment in the Business program and courses, requires the following skills and abilities:

**Behavioural**

- Ability to listen and follow instructions.
- Ability to manage time and meet deadlines.
- Engage with self and others to create a safe environment.
- Ability to work independently or as a member of a group or team.
- Respond appropriately in situations that are stressful or that involve conflict.

**Cognitive**

- Remember and recall information over a brief period of time.
- Remember and recall information over an extended period of time.

**Environmental Ability**

To function in the presence of each of the following commonly encountered and unavoidable environmental factors:

- Noise.
- Distractions.
- Unpredictable behaviour of others.

**Psychomotor**

- Perform repetitive movements and tasks.
- Perform complex sequences of hand-eye coordination.

**Technical**

- Ability to use a desktop/laptop computer.
- Ability to navigate the college's online Learning Management System (Moodle) and other publisher-specific LMS.

**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](http://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**

The Student Academic Support Services (SASS) department: Accessibility Services, Skill Centre, Wellness Services and Student Life Department work together to support student success at Keyano College.

**Accessibility Services (CC167)** supports student success through group and individualized instruction of learning, study and test taking strategies, and adaptive technologies. Students with documented disabilities, or who suspect a disability, can meet with the Learning Strategists to discuss accommodation of the learning barriers that they may be experiencing. Students who have accessed accommodations in the past are encouraged to visit our office at their earliest opportunity to discuss the availability of accommodations in their current courses. Individual appointments can be made by calling 780-791-8934.

**Skill Centre (CC119)** provides a learning space where students can gather to share ideas, collaborate on projects and get new perspectives on learning from our tutorial staff. Students visiting the centre have access to one-to-one or group tutoring, facilitated study groups, and assistance in academic writing. The Skill Centre's Peer Tutor program provides paid employment opportunities for students who have demonstrated academic success and want to share what they have learned. Tutoring is available free to any students registered at Keyano College on a drop in basis, from 8:30 am to 5:00 pm Monday through Friday. Additional evening hours are subject to tutor availability and are posted in the Skill Centre.

**Wellness Services (CC260)** offers a caring, inclusive, and respectful environment where students can access free group and individual support to meet academic and life challenges. Mental Health Coordinators offer a safe and confidential environment to seek help with personal concerns. The Mindfulness Room in CC260 is available as a quiet space for students to relax during regular office hours. Wellness Service welcomes students to participate in any of the group sessions offered throughout the academic year addressing such topics as Mindfulness and Test Anxiety. Individual appointments can be made by calling 780-791-8934.

**Student Life Department (CC210)** is a place for students to go when they don't know who else can answer their questions. The staff will help students navigate barriers to success and if they don't know the answer, they will find it out. Student success is directly affected by how connected a student feels to their college. The student life department is there to help students get connected.

**Please watch your Keyano email for workshop announcements from our Student Academic Support Services team.**