



BUS 371 *Operations Management* (3 credit hours) Fall 2007

Class Schedule:

Tuesday & Thursdays 11:15AM – 12:30PM

Class Location: Room 529

Instructor Information:

David Adams, BBA, MBA, CA, CPA, CMA (Hon.)

Office: Room 641

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Course Description:

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.

Course Objectives:

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

Required Textbook:

Operations Management, 3rd Canadian Edition, Stevenson and Hojati, McGraw-Hill Ryerson, 2007.

Course Requirements:

All classes are lecture based. Problems and cases will be assigned on a regular basis and are designed to reinforce course material.

The quizzes and final exam will be designed to test the conceptual understanding and procedural application of the material covered during the course, and will be patterned after the in-class and assigned exercises and problems. The following is a summary of all evaluation methods and relative weights for the course:

Evaluation Method	Weight	Date	Material/Due Date
Quiz #1	15%	Tuesday, Oct. 9	Chapters 1, 5, 4, 8
Quiz #2	25%	Thursday, Nov. 15	Chpts. 6, 3, 14, 15, 13
Assignments/cases	20%	TBA	TBA
Final exam	40%	TBA	

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+	Excellent
90% to 94%	A	
85% to 89%	A-	
80% to 84%	B+	Good
76% to 79%	B	
72% to 75%	B-	
68% to 71%	C+	Satisfactory
64% to 67%	C	
60% to 63%	C-	
55% to 59%	D+	Minimal Pass
50% to 54%	D	
0% to 49%	F	

Other Information:

Students, who are unable to write a quiz, will have its weighting added to that of the final exam, provided they have a valid reason supported with proper documentation; otherwise, they will receive a mark of zero.

It is the responsibility of all students to become familiar with and adhere to the academic policies as stated in the current Student Handbook and Academic Calendar. In particular, students are to note academic regulation #34 - Academic Dishonesty.

COURSE OUTLINE & SCHEDULE

#	Date	Day	Topic	Read
1	06-Sep-07	Th	Course Overview & Intro. To Operations Mgmt	Ch 1
2	11-Sep-07	T	Capacity Planning	Ch 5
3	13-Sep-07	Th	System Design	Ch 4
4	18-Sep-07	T	System Design	Ch 4
5	20-Sep-07	Th	COMMUNITY DAY - NO CLASS	
6	25-Sep-07	T	Facility Location	Ch 8
7	27-Sep-07	Th	Review	Ch 1, 5, 4, 8
8	02-Oct-07	T	No Class	
9	04-Oct-07	Th	No Class	
10	09-Oct-07	T	QUIZ #1	Ch 1, 5, 4, 8
11	11-Oct-07	Th	No Class	
12	16-Oct-07	T	Demand Forecasting	Ch 3
13	18-Oct-07	Th	Aggregate Production Planning	Ch 14
14	20-Oct-07	Sat	Make-up Class: 10AM – 12:30 : Facility Layout	Ch 6
15	23-Oct-07	T	COMMUNITY DAY - NO CLASS	
16	25-Oct-07	Th	Aggregate Production Planning	Ch 14
17	30-Oct-07	T	Materials Requirements Planning	Ch 15
18	01-Nov-07	Th	Materials Requirements Planning	Ch 15
19	06-Nov-07	T	Inventory Management	Ch 13
20	08-Nov-07	Th	Inventory Management	Ch 13
21	13-Nov-07	T	Review	Ch 6, 3, 14, 15, 13
22	15-Nov-07	Th	Quiz #2	Ch 6, 3, 14, 15, 13
23	20-Nov-07	T	Just-in-Time Systems	Ch 16
24	22-Nov-07	Th	Design of Work Systems	Ch 7
25	27-Nov-07	T	Scheduling	Ch 17
26	29-Nov-07	Th	Project Management	Ch 18
27	04-Dec-07	T	Quality Management	Ch 9 – 11
28	06-Dec-07	Th	Quality Management	Ch 9 – 11
29	11-Dec-07	T	Review for Final Exam	
	13-Dec-07	Th	FINAL EXAMINATIONS	
	19-Dec-07	W		