



BUS 371 *Operations Management* (3 credit hours) Fall 2009

Class Schedule:

Tuesdays 6:30 – 9:30 PM

Class Location: Room A2141

Instructor Information:

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

Office: Room L2055

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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
- Evaluate the impact of a Christian worldview on operations management

Required Textbook:

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

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 a simulated situation. 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 problem. (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 pre and post tests 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 13	Chps. 1 -5, 7
Midterm 2	20%	Nov 10	Chps. 8 -12
Participation	10%		
Collaborative Project	30%	Oct 3, Nov 10, Dec 8	
Final exam	20%	TBA	Chps. 13, 17 - 19

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

Other Information:

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

- Week 1 (September 8) – Introduction. Theology of Ops Mgt.
- Week 2 – Ops Strategy (Stevenson, Chapters 1, 2)
- Week 3 – Collaborative Tools, Forecasting (Stevenson, Chapter 3)
- Week 4 – Product Design (Stevenson, Chapters 4 & supplemental chapter)
 - (project plan due)
- Week 5 – Design Theory & Design of Work Systems (Stevenson, Chapters 5, 7)
- Week 6 – Mid-term Exam, Location Selection (Stevenson, Chapter 8)
- Week 7 – Quality Management (Stevenson, Chapters 9, 10)
- Week 8 – Total Quality Management (Stevenson, Chapter 11)
- Week 9 – Supply Chain Management (Stevenson, Chapter 12 and supplemental chapter)
- Week 10 – Mid-term Exam (project progress report due)
- Week 11 – Inventory Management (Stevenson, Chapter 13)
- Week 12 – Project Management (Stevenson, Chapter 18)
- Week 13 – Scheduling & Queuing (Stevenson, Chapters 17, 19)
- Week 14 (December 8) – Project Presentations