

Course ID:	Course Title:	Fall 2017
BUS 371	Operations Management	Prerequisite: MA 110 or 111 or 149 and BUS 100 or 305
		Credits: 3

Class Information		Instructor Information		Important Dates	
Days:	Wednesdays	Instructor:	Dave Adams, BBA, MBA, FCPA, FCA, CPA (US), FCMA (Hon.)	First day of classes:	Wed., Sept. 6
Time:	6:30 – 9:20	Email:	dadams@ambrose.edu	Last day to add/drop, or change to audit:	Sun, Sept 17
Room:	A2141	Phone:	n/a	Last day to request revised exam:	Mon, Oct. 23
Lab/ Tutorial:	n/a	Office:	L2091	Last day to withdraw from course:	Mon, Nov 13
		Office Hours:	Wednesdays 9:20 – 10:30 PM or by appointment	Last day to apply for coursework extension:	Mon, Nov 20
Final Exam:	Dec. 19, 9AM – 12PM (Room A2210)			Last day of classes:	Mon, Dec 11

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.

Expected Learning Outcomes

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

Textbooks

“Operations Management” 5th edition, Stevenson & Hojati, McGraw-Hill, 2017 (including Connect - optional)

Course Schedule

- Week 1 – (Sep 6) Introduction (Stevenson Chapter 1 & Theology of Ops Mgt.)
- Week 2 – (Sep 13) Competitiveness, Strategy, Productivity (Stevenson, Chapter 2)
- Week 3 – (Sep 20) Demand Forecasting (Stevenson, Chapter 3)
- Week 4 – (Sep 27) Product Design (Stevenson, Chapter 4)
 - project plan due
- Week 5 – (Oct 4) Process Design & Design of Work Systems (Stevenson, Chapters 6, 7)
- Week 6 – (Oct 11) Mid-term Exam, Location Planning (Stevenson, Chapter 8)
- Week 7 – (Oct 18) Quality Management & SQC (Stevenson, Chapters 9, 10)
- Week 8 – (Oct 25) Supply Chain Management (Stevenson, Chapter 11)
- Week 9 – (Nov 1) JIT and Lean Production (Stevenson, Chapter 15)
- Week 10 – (Nov 15) Mid-term Exam
 - project progress report due
- Week 11 – (Nov 22) Scheduling (Chapter 16) & Inventory Management (Stevenson, Chapter 12)
- Week 12 – (Nov 29) Project Presentations & Final Project Report Due
- Week 13 – (Dec 6) Project Management (Stevenson, Chapter 17) & Review (**WEBINAR – NO IN-CLASS SESSION**)

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/problems. Finally, working in groups, students will be expected to identify, analyse, 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/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 a remediation, and provide 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 11	Chps. 1 -4, 6, 7
Midterm 2	20%	Nov 15	Chps. 8 -11, 15
Participation	10%		
Collaborative Project	30%	Sept 27, Nov 15, Nov 29	
Final exam	20%	Dec 19	All above + Chps. 12, 16, 17

Attendance:

As there is a participation component in the course, attendance and participation in class discussions is important. As per the requirements above, missed classes/discussions will result in a 1% deduction in the participation grade.

Grade Summary:

The available letters for course grades are as follows:

% Grade	Letter Grade	Description
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

Because of the nature of the Alpha 4.00 system, there can be no uniform University-wide conversion scale. The relationship between raw scores (e.g. percentages) and the resultant letter grade will depend on the nature of the course and the instructor's assessment of the level of each class, compared to similar classes taught previously.

Please note that final grades will be available on student registration system. Printed grade sheets are not mailed out.

Ambrose University Academic Policies:

Communication

All students have received an Ambrose e-mail account upon registration. It is the student's responsibility to check this account regularly as the Ambrose email system will be the professor's instrument for notifying students of important matters (cancelled class sessions, extensions, requested appointments, etc.) between class sessions. If students do not wish to use their Ambrose accounts, they will need to forward all messages from the Ambrose account to another personal account.

Registration

During the **Registration Revision Period** students may enter a course without permission, change the designation of any class from credit to audit and /or voluntary withdraw from a course without financial or academic penalty or record. Courses should be added or dropped on the student portal by the deadline date; please consult the List of Important Dates. After that date, the original status remains and the student is responsible for related fees.

Students intending to withdraw from a course after the Registration Revision Period must apply to the Office of the Registrar by submitting a "Request to Withdraw from a Course" form or by sending an email to the Registrar's Office by the **Withdrawal Deadline**; please consult the List of Important Dates on the my.ambrose.edu website. Students will not receive a tuition refund for courses from which they withdraw after the Registration Revision period. A grade of "W" will appear on their transcript.

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.

Exam Scheduling

Students, who find a conflict in their exam schedule must submit a Revised Examination Request form to the Registrar's Office by the deadline date; please consult the List of Important Dates. Requests will be considered for the following reasons only: 1) the scheduled final examination slot conflicts with another exam; 2) the student has three final exams within three consecutive exam time blocks; 3) the scheduled final exam slot conflicts with an exam at another institution; 4) extenuating circumstances. Travel is not considered a valid excuse for re-scheduling or missing a final exam.

Electronic Etiquette

Students are expected to treat their instructor, guest speakers, and fellow students with respect. It is disruptive to the learning goals of a course or seminar and disrespectful to fellow students and the instructor to use electronics for purposes unrelated to the course during a class session. Turn off all cell phones and other electronic devices during class. Laptops should be used for class-related purposes only. Do not use iPods, MP3 players, or headphones. Do not text, read, or send personal emails, go on Facebook or other social networks, search the internet, or play computer games during class. Some professors will not allow the use of any electronic devices in class. The professor has the right to disallow the student to use a

laptop in future lectures and/or to ask a student to withdraw from the session if s/he does not comply with this policy. Repeat offenders will be directed to the Dean. If you are expecting communication due to an emergency, please speak with the professor before the class begins.

Academic Policies

It is the responsibility of all students to become familiar with and adhere to academic policies as stated in the Academic Calendar. Personal information (information about an individual that may be used to identify that individual) may be required 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.

Extensions

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 deadline date; please consult the List of Important Dates. Course extensions are only granted for serious issues that arise "due to circumstances beyond the student's control."

Appeal of Grade

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 Registrar's Office in writing and providing the basis for appeal 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. If the appeal is sustained, the fee will be refunded.

Academic Integrity

We are committed to fostering personal integrity and will not overlook breaches of integrity such as plagiarism and cheating. Academic dishonesty is taken seriously at Ambrose University 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 acknowledge 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 the university college. Students are expected to be familiar with the policies in the current Academic Calendar 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.

Note: Students are strongly advised to retain this syllabus for their records.