

Course ID:	Course Title:	Fall 2021
BUS 371	Operations Management	Prerequisite: MA 110 or 111 or 149 and BUS 100 or 305/DVST 305
		Credits: 3

Class Information		Instructor Information		Important Dates	
Delivery:	Online	Instructor:	Dave Adams, BBA, MBA, FCPA, FCA, FCMA (Hon.)	First Day of Classes:	September 8, 2021
Days:	Wednesdays/Fridays	Email:	dadams@ambrose.edu	Last Day to Add/Drop:	September 19, 2021
Time:	8:15 – 9:30 AM	Phone:	n/a	Last Day to Withdraw:	November 22, 2021
Room:	n/a – online	Office:	n/a – online	Last Day to Apply for Extension:	November 23, 2021
Lab/Tutorial:	n/a	Office Hours:	By appointment	Last Day of Classes:	December 13, 2021
Final Exam:	Office of the Registrar will publish Final Exam Schedule				

Zoom Meeting link:

Topic: BUS 371 Class

Time: This is a recurring meeting Meet anytime

Join Zoom Meeting

<https://ambrose.zoom.us/j/97263512126>

Meeting ID: 972 6351 2126

Find your local number: <https://ambrose.zoom.us/u/adoyll3Tzf>

Important Dates and Information

For a list of all important dates and information regarding participating in classes at Ambrose University, please refer to the Academic Calendar at <https://ambrose.edu/academic-calendar> .

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” 7th edition, Stevenson, Hojati & Cao, McGraw-Hill, 2021 (including Connect - optional)

Course Schedule

- Week 1 – (Sep 8/10) Introduction (Stevenson Chapter 1 & Theology of Ops Mgt.)
- Week 2 – (Sep 15/17) Competitiveness, Strategy, Productivity (Stevenson, Chapter 2)
- Week 3 – (Sep 22/24) Demand Forecasting (Stevenson, Chapter 3)
- Week 4 – (Sep 29/Oct 1) Product Design (Stevenson, Chapter 4)
 - **project plan due (Oct 1)**
- OCT 6 No Class – Deeper Life Conference
- Week 5 – (Oct 8/13) Process Design & Design of Work Systems (Stevenson, Chapters 6, 7)
- Week 6 – **(Oct 15) Mid-term Exam #1**
(Oct 20) Location Planning (Stevenson, Chapter 8)
- Week 7 – (Oct 22/27) Quality Management & SQC (Stevenson, Chapters 9, 10)
- Week 8 – (Oct 29/Nov 3) Supply Chain Management (Stevenson, Chapter 15)
- Week 9 – (Nov 5/17) JIT and Lean Production (Stevenson, Chapter 14)
 - **project progress report due (Nov 5)**
- Week 10 – (Nov 10/12) READING WEEK (NO CLASSES)
- Week 10– **(Nov 19) Mid-term Exam #2**
- Week 11 – (Nov 24/26) Scheduling (Chapter 16) & Inventory Management (Stevenson, Chapter 11)
- Week 12 – (Dec 1/3) Project Presentations & **Final Project Report Due (Dec 3)**
- Week 13 – (Dec 8/10) Project Management (Stevenson, Chapter 17) & Review

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 an exam on all course content after midterm #2 during the final exam period. This will be based on course content and in-class lectures 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 15	Chps. 1 -4, 6, 7
Midterm 2	20%	Nov 19	Chps. 8 -10, 15
Participation	10%		
Collaborative Project	30%	Oct 1, Nov 5, Dec 3	
Final exam	20%	Dec 13	Chps. 11, 14, 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	Grade	Interpretation	Grade Points
95% to 100%	A+	Excellent	4.00
90% to 94%	A		4.00
85% to 89%	A-		3.70
80% to 84%	B+	Good	3.30
76% to 79%	B		3.00
72% to 75%	B-		2.70
68% to 71%	C+	Satisfactory	2.30
64% to 67%	C		2.00
60% to 63%	C-		1.70
55% to 59%	D+	Poor	1.30
50% to 54%	D	Minimal Pass	1.0
0% to 49%	F	Failure	0.00

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 Important Information:

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.

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 Academic Calendar. 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.

Standards of Behaviour in the Classroom Setting

Learning is an active and interactive process, a joint venture between student and instructor and between student and student. Some topics covered within a class may lead to strong reactions and opinions. It is important that Students understand that they are entitled to hold contradictory beliefs and that they should be encouraged to engage with these topics in a critical manner. Committing to this type of "active learning" significantly increases the learning experience for both teacher and student, and reflects the Christian imperative to pursue truth, which lies at the heart of the Ambrose educational experience. However, active discussion of controversial topics will be undertaken with respect and empathy, which are the foundations of civil discourse in the Classroom Setting. Primary responsibility for managing the classroom rests with the instructor. The instructor may direct a student to leave the class if the student engages in any behaviour that disrupts the classroom setting. If necessary, Ambrose security will be contacted to escort the student from class. Please refer to your professor regarding their electronic etiquette expectations.

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. 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.

Academic Policies

It is the responsibility of all students to become familiar with and adhere to academic policies as stated in the Academic Calendar. The academic calendar can be found at <https://ambrose.edu/content/academic-calendar-2>.

Privacy

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.

Coursework Extensions

Should a request for a time extension on coursework exceed the end of the term, a *Coursework Extension Application* must be completed and submitted to the Office of the Registrar. The extension (if granted) will be recorded on the student record. Extensions are granted at the discretion of the instructor and are normally granted for 30 days beyond the last day of the term.

Normally, Course Extension Applications will be considered only when all of the following conditions are met:

- the quality of prior course work has been satisfactory;
- circumstances beyond your control, such as an extended illness or death of a family member, make it impossible for you to complete the course work on time; and
- you submit *Coursework Extension Application* to the Office of the Registrar on or before the deadline specified in the Academic Schedule.

If granted, time extensions do not excuse you from a final examination where one has been scheduled for the course.

A temporary grade of TX will be assigned until a final grade is submitted in accordance with the new deadline. A final grade of F will apply to:

- all course work submitted after the end of the semester unless a coursework extension has been granted; and all course work submitted after the revised due date provided by an approved extension to coursework.

Academic Success and Supports

Accessibility Services

Academic accommodation is provided to Ambrose students with disabilities in accordance with the Alberta Human Rights Act and the Canadian Charter of Rights and Freedoms. Provision of academic accommodation does not lower the academic standards of the university nor remove the need for evaluation and the need to meet essential learning outcomes. Reasonable accommodations are tailored to the individual student, are flexible, and are determined by considering the barriers within the unique environment of a

postsecondary institution. It can take time to organize academic accommodations and funding for disability-related services. Students with a disability who wish to have an academic accommodation are encouraged to contact Accessibility Services as early as possible to ensure appropriate planning for any needs that may include accommodations. Staff can then meet with students to determine areas to facilitate success, and if accommodations are required, ensure those accommodations are put in place by working with faculty.

Ambrose Writing Services

Ambrose Writing services provides academic support in the four foundational literacy skills—listening, speaking, reading, and writing. It also assists students with critical thinking and the research process. Throughout the academic year, students can meet with a writing tutor for personalized support, or they can attend a variety of workshops offered by Academic Success. These services are free to students enrolled at Ambrose University. Academic Success serves all students in all disciplines and at all levels, from history to biology and from theatre to theology. To learn more, please visit <https://ambrose.edu/writingcentre>

Ambrose Tutoring Services

Ambrose Tutoring Services provides support in specific disciplinary knowledge, especially in high-demand areas such as chemistry, philosophy, math and statistics, and religious studies. These tutors also coach students in general study skills, including listening and note-taking. During the academic year, Ambrose Tutoring Services offers drop-in tutoring for courses with high demand; for other courses, students can book a one-to-one appointment with a tutor in their discipline. These services are free to students enrolled at Ambrose University. To learn more, please visit <https://ambrose.edu/tutoring>.

Mental Health Support

All of us need a support system. We encourage students to build mental health supports and to reach out when help is needed.

On Campus:

- Counselling Services: ambrose.edu/counselling
- Peer Supportive Listening: One-to-one support in Student Life office. Hours posted at ambrose.edu/wellness.
- For immediate crisis support, there are staff on campus who are trained in Suicide Intervention and Mental Health First Aid. See ambrose.edu/crisissupport for a list of staff members.

Off Campus:

- Distress Centre - 403-266-4357
- Sheldon Chumir Health Care Centre - 403-955-6200
- Emergency - 911

Sexual Violence Support

All staff, faculty, and Residence student leaders have received *Sexual Violence Response to Disclosure* training. We will support you and help you find the resources you need. There is a website with on and off campus supports – ambrose.edu/sexual-violence-response-and-awareness.

Off Campus:

- Clinic: Sheldon Chumir Health Centre - 403-955-6200
- Calgary Communities Against Sexual Abuse - 403-237-5888

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