

### Management and Organizational Studies 3330 B

#### Operations Management

##### CONTACT INFORMATION

Instructor: Hannah Standing Rasmussen  
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Office Hours: Tuesday 9:30-10:30  
And by appointment

Website: <http://webct.uwo.ca/>

##### CLASS INFORMATION

**Tuesday:** 10:30-11:30  
**Room:** BR-302

**Thursday:** 9:30-11:30  
**Room:** BR-302

##### COURSE DESCRIPTION

Operations Management is about transforming inputs into finished goods and services. This constitutes the primary activity of virtually every organization. Hence, acquiring skills in operations management becomes essential for every manager whether or not he/she is pursuing a career directly in operations.

##### COURSE LEARNING OBJECTIVES

At the end of this course students will be able to:

1. Understand and explain the fundamental concepts and techniques involved in operations management for both service and manufacturing firms
2. Develop an awareness of the managerial issues related to a firm's operations and the current trends and challenges faced in operations management
3. Use the concepts, techniques and awareness to provide solutions to real world operations management problems and issues

**COURSE STRUCTURE AND CONTENT***(guideline only; subject to change)*

<b>Date</b>	<b>Topic</b>	<b>Required Reading</b>	<b>Other</b>
Jan. 10	Course information & Introduction to Operations Management	Chapter 1	
Jan. 12	Supply Chain Management	Chapter 2	
Jan. 17	Supply Chain Management	Chapter 2, case	
Jan. 19	Inventory Management	Chapter 3	
Jan.24	Inventory Management	Chapter 3, case	Assignment #1 due
Jan. 26	Forecasting	Chapter 4	
Jan. 31	Forecasting	Chapter 4	
Feb 2	Aggregate Planning	Chapter 5	
Feb 7	Aggregate Planning	Chapter 5	Assignment #2 due
Feb 14	Exam review		Last day to choice groups and topic
Feb 16	Mid term exam (in class)		
Feb. 21 - 23	Conference week		
Feb. 28	Resource Planning	Chapter 6	
Mar. 1	Scheduling	Chapter 7	
Mar. 6	Product Design	Chapter 8	Assignment #3 due
Mar. 8	Process Design	Chapter 8	
Mar. 13	Produce and Process Design	Case	
Mar. 15	Just –In-Time	Chapter 9	Assignment #4 due
Mar. 20	Just –In-Time, Total Quality Management	Chapter 9, 10	
Mar. 22	Statistical Process Control	Chapter 11	
Mar 27	Statistical Process Control	Chapter 11	
Mar. 29	Guest speaker		Assignment #5 due
Mar. 30	Presentations		
April 4	Guest speaker/presentations		
April 5	Exam review	Chapter 1 -11	
April 10	Study session		

## COURSE MATERIALS

The following textbook is *required* for students registered in MOS 3330B:

MOS 3330B Custom Course Text: ask at the Bookstore for the MOS 3330B textbook (the same as the one being used by Main Campus, same book as last year) Select Chapters from Reid Operations Management: (3rd edition), John Wiley & Sons)

## TEACHING METHODOLOGY AND EXPECTATIONS OF STUDENTS

A combination of lectures, exercises, case studies, small group-work and student presentations will be used in MOS 3330. Some class content will either mirror or complement the reading assignments, while other classes will cover material in addition to the assigned readings.

Students are expected to be fully engaged in the entire learning process. This means devoting time and energy to preparation before class, listening to others during class discussions and engaging in class discussions.

Detailed note-taking during class can often be counterproductive to your own learning. Instead, try to be selective in taking notes during class. It is a good idea to consolidate what you have learned at the end of each class or at the end of the day. Also, bring copies of the day's PowerPoint slides with you so that you can make your own (preferably brief) additions to the notes.

## CLASS ETIQUETTE

### Attendance

Attendance at all classes in this course is expected; however, circumstances may arise which make it impossible for you to attend. For example, if you are unable to attend a class due to health-related or other compelling reasons, you are expected to advise your instructor in advance (email communication is perfectly acceptable). Under University regulations, your instructor can determine at which point absenteeism has become excessive and approach the Dean who may prevent you from writing the final exam, thus preventing you from passing the course. **At the discretion of individual instructors, any student who misses more than 25% of scheduled classes will receive a class contribution grade of 0 out of 10 for the course.**

### Student Use of Technology in Class

Talking privately with classmates or using your computer during class for personal activities such as reading/writing e-mail, surfing the Web, playing games, etc. is distracting for others, is not conducive to your own learning, and is disrespectful to the instructor. In addition, cell phones ringing during class will not be tolerated: please ensure your phones are turned OFF prior to entering the classroom and placed inside a bag (not on desk or in your pocket).

### A Note Regarding Email

Email is a useful communication tool, especially if used for sharing information; however, it is not a good tool for discussion or for decision making. Therefore please follow these guidelines regarding the use of email in this course:

1. Email is fine for sharing info (e.g. you will be absent or late for class, or about what assignments are planned for class that week).
2. Email is fine for setting up meetings and appointments.
3. It is useful for simple questions of clarification regarding assignments, but do not use it for anything that requires more than a one or two sentence response. Instead, make an appointment with your instructor to discuss more complex questions.
4. Email is not an appropriate way to discuss grades or an issue with group dynamics, please make an appointment to discuss in person.
5. Email, although informal, still requires a tone of respect and proper language. Rudeness and disrespect will not be tolerated.
6. I will check email on a daily basis Monday through Friday during the term. I will try to respond to your emails as promptly as possible, usually within 24 hours. Instantaneous responses will not be provided.

### **Appointments**

If you wish to meet with your instructor it is recommended that see your instructor during the designated weekly office hours or that you make an appointment. Appointments can be arranged by approaching your instructor after class or by sending an email to set up a mutually convenient time.

Make sure to be on time, have an objective for the discussion and bring a copy of your paper or exam if you wish to discuss it.

### **Privacy**

In order to respect privacy laws, and the privacy of individual students, the only methods student grades will be communicated will be via WebCT, direct contact with your professor or on a test/exam/report/essay paper. Your professor is not able to email your grade to any email address.

Student grades are confidential. Please take this into consideration when sharing your grades or asking others to share their grades. Your choice to share your grades will not be taken into consideration in any grading decision made by your professor and in order to respect the privacy of each student, the professor will only discuss individual grades with the student in question.

The University is committed to protecting specific types of information, which, if disclosed, could reasonably be expected to result in harm to the University, an identifiable individual, or a third party. As a result, your professor is not able to release any information including, but not limited to, a student's personal information, attendance or grade records, to anyone other than the individual involved.

## EVALUATION

Students must complete all elements of evaluation in order to receive a passing grade in the course. There will be no reweighting of components within the course. Please note that grades cannot be adjusted on the basis of need. Your mark in the course will be the mark that you earn based on your demonstrated understanding of the course content. Extra credit assignments are not available and tests and exams cannot be rewritten to obtain a higher mark. Once a student has written a test or examination she is committed to the mark earned.

Component	Timing	Learning Objective	Weight
Midterm Exam	Feb. 6	1,3	25%
Small Group In-Class Presentation	March 30- April 4	3	15%
Group Research Project	Due: April 10, 5pm	3	20%
Final Exam	Exam Period	1,3	25%
Short Answer Assignment #1-3	See schedule	1,2,3	15%

This course will require the submission of all written material to TurnItIn.com.

### Evaluation Component Descriptions

#### *Midterm Exam*

The midterm may include multiple-choice, true and false, short-answer, essay or computational questions and may include material from the assigned readings, lectures, exercises, case studies, videos, small group-work and student presentations. Formula sheets will be provided to students at each exam.

#### *Small Group In-Class Presentation*

Worth:	15% of the final grade
Presentation Time:	Present for 20-30 min. plus answer questions for 5-10 min. (this may change depending on the size of the class)
Groups:	<ul style="list-style-type: none"> <li>• 2-3 people per group</li> <li>• Sign-up by email to the instructor (first-come, first-served)</li> <li>• Group members must be from the same section</li> <li>• Form the presentation group by the due date specified in the course syllabus</li> <li>• If not in a group or not presented by the end of the term, zero marks will be given for the presentation</li> </ul>
Objectives:	<ul style="list-style-type: none"> <li>• To gain a deeper appreciation of the course subjects through a presentation of a self-selected topic</li> <li>• To learn more about a particular subject beyond the scope of the lecture notes and share the discovery with the classmates</li> </ul>

General Topic:	<ul style="list-style-type: none"> <li>• General topic has been assigned to each presentation time slot (check the sign-up sheet)</li> </ul>
Specific Topic:	<ul style="list-style-type: none"> <li>• one week before your presentation date the instructor must approve your specific topic</li> <li>• Choose an industry you wish to focus on (eg restaurant, factory etc)</li> <li>• Develop an imaginary company within this industry</li> <li>• Develop a presentation about your company dealing with the general topic (eg. How you developed the layout of your restaurant, why you made the decisions you made, any problems you've had with the layout)</li> <li>• Have a series of questions/problems ready you want the audience to help you solve</li> </ul>
Evaluation Scheme in General:	<ul style="list-style-type: none"> <li>• The same presentation mark will be given to all group members</li> <li>• See "Evaluation Scheme for Presentation" and "Presentation Materials to be Handed In" below for more details</li> </ul>
Presentation Materials to be Handed In:	<ol style="list-style-type: none"> <li>1. PowerPoint file</li> <li>2. Last slide of PowerPoint must include a list of sources/references from which you got information for your presentation -- sources may include web sites, journal articles, books, people, companies, etc.</li> </ol> <ul style="list-style-type: none"> <li>• Any reference format will be fine for journal articles and books</li> <li>• For the web sites, list the web site addresses</li> <li>• For the people reference, list the name, job title and organization</li> <li>• Hand in by 12:00PM of the day before the presentation date</li> <li>• How to hand in: e-mail soft copy to the instructor (make sure that the file is not too big)</li> <li>• 10 marks will be deducted from the presentation mark if not handed in on time</li> </ul>
Visual Aid:	<ul style="list-style-type: none"> <li>• Computer projector -- bring your file in a memory stick</li> <li>• Handouts for class</li> </ul>

### Presentation Participation

Required Task	<ol style="list-style-type: none"> <li>1. Comment sheet <ul style="list-style-type: none"> <li>• Fill out a comment sheet immediately after each presentation</li> <li>• The questions on the comment sheet are as follows: <ul style="list-style-type: none"> <li>○ What was interesting about the topic presented?</li> <li>○ What could have been done better?</li> <li>○ What would you have liked to hear more about the topic?</li> </ul> </li> <li>• Attendance is required in order to comment on other groups' presentations</li> </ul> </li> </ol>
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	<p>2. Teamwork</p> <ul style="list-style-type: none"> <li>• All group members must present a portion of their presentation</li> <li>• All group members must ask or answer one or more questions asked by the instructor or audience at the end of their presentation</li> </ul>
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### ***Group Research Project***

#### **Group Assignment Information**

Worth:	20% of the final grade
Report length:	15 pages maximum
Groups:	<ul style="list-style-type: none"> <li>• Same group as your presentation</li> </ul>
Objectives:	<ul style="list-style-type: none"> <li>• To gain a deeper appreciation of the course subjects through an application of all the topics presented</li> </ul>
Report:	<ul style="list-style-type: none"> <li>• Using the company you developed for your presentation create a detailed report to the CEO regarding the Operations Management of the company. Report on each topic that had a presentation in class. Include any positive and negative issues, concerns for the future etc.</li> </ul>
Evaluation Scheme in General:	<ul style="list-style-type: none"> <li>• The same assignment mark will be given to all group members</li> </ul>
Materials to be Handed In:	<ul style="list-style-type: none"> <li>• Hand in by 5:00PM</li> <li>• How to hand in: e-mail soft copy to the instructor (make sure that the file is not too big)</li> <li>• 10 marks will be deducted from the assignment mark if not handed in on time</li> </ul>

### ***Final Exam***

The final exam may include multiple-choice, true and false, short-answer, essay or computational questions and may include material from the assigned readings, lectures, exercises, case studies, videos, small group-work and student presentations. Formula sheets will be provided to students at each exam. While this exam will be cumulative, the weight of the material will focus on the second half of the course.

### ***Short Answer Assignments***

Students will be required to submit 3 short answer assignments. They can chose three of the give possible dates. Short answer assignments must be handed in at the beginning of class. They cannot be submitted outside of class or by email. Assignments not handed in during the class they are due in will not be graded

## ACADEMIC ACCOMMODATION

If, on medical or compassionate grounds, a student is unable to complete a course component worth **greater than 10 per cent** of the final course grade, it is the responsibility of the student to consult with an Academic Advisor and follow the procedures documented in the “**POLICY REGARDING MAKEUP EXAMS AND EXTENSIONS OF DEADLINES**” on the final pages of this outline.

For academic accommodation to be considered for any course component worth **less than 10 per cent** of the final course grade, it is the responsibility of the student to approach the course instructor(s) in a timely fashion. Documentation may be required to be submitted to the academic advisor. If documentation is required, the request for accommodation will be decided by the academic advisor in consultation with the instructor. If documentation is not required, the instructor will make the final decision. The policies governing requests for academic accommodation for course components worth 10 per cent or more of the course grade are outlined in the Academic Policies section included at the end of the course outline.

### Dropping a Course

In order to drop your courses without academic penalty, you must drop the course by the dates given in the online academic calendar.

For further details, check the online academic calendar in the registrar’s website or check with your academic advisor.

To book an appointment with one of Brescia’s Senior Academic Advisors, call 519.432.8353, extension 28266 or email Michelle Prestwich at [mprestwi@uwo.ca](mailto:mprestwi@uwo.ca) or Jennifer Coghlin at [jennifer.coghlin@uwo.ca](mailto:jennifer.coghlin@uwo.ca).