

Course Overview & Learning Objectives

The study of Operations Management focuses on understanding how best to manage the core value-added activities of an organization, activities referred to by a number of names: production, operations, processes, or just plain "work". Operational processes refer to the explicit activities required to procure inputs, produce and deliver an organizations products and services to its customers. The design, development and ongoing planning and control of these processes in an efficient and effective manner by which organizations add value. The course covers a variety of concepts, analytical frameworks, and quantitative techniques that support decision making intended to improve the efficiency and effectiveness of these operational processes for both manufacturing and service organizations. The specific topic areas covered in the course include process design, facility layout, scheduling, waiting-line analysis, quality management, statistical quality control, supply chain management (SCM), just-in-time & lean production, inventory management, and material requirements planning (MRP). By the conclusion of the course students will;

- Develop an understanding of the various strategic and tactical decisions that operations managers have to deal with in both manufacturing and service organizations. The scope of decision areas that operations managers are responsible for are often differentiated as system design versus ongoing operational activities, a distinction that generally corresponds to the difference between a long-term versus more immediate, short-term time horizons.
- Develop an understanding of how the concepts and techniques introduced in the course can be applied in a variety of decision-making contexts, which includes specific attention to some of the key differences between the operations of service and goods producing organizations.
- Be able to apply several analytical techniques and frameworks ("tools") that are used to support decision making that addresses the operational challenges of running a business. These "tools" include those that can be applied to analyze both qualitative and quantitative information. This includes developing skills in the use of Excel to formulate, analyze and present the results of quantitative analysis. • The course will also develop your understanding of the interdependencies between operations and other primary functions of business such as marketing and finance.

Instructor

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Course Materials

Textbook: Operations Management, 6th Canadian edition by William J. Stevenson (Author), Mehran Hojati (Author), James Cao (Author), Publisher:

McGraw-Hill Ryerson; ISBN-10: 007133959-0 ISBN-13: 978-007133959-9.

Alternatively, you could also obtain the Acadia Version of this textbook: BUSI 2513 Operations Management, BUSI 2513 – all sections, 2016, ISBN: 9781259939044.

Instructors Sample Problems: For topic areas that include quantitative analytic techniques, sample problems are developed. Complete solutions for representative sample problems are developed and posted in Moodle.

Videos: Lecture videos are posted, and access link is shared through Moodle.

Slides for lectures: Lecture slides are posted in Moodle. It is important to recognize these slides only provide a summary outline of the key terms, concepts, formulae, and frameworks covered in the lectures. As such, by no means do the slides replicate the detailed explanation of the material provided in the lecture videos and the textbook.

See the [student handbook](#) for ordering information.

You will find information on accessing Library resources from off-campus here - <https://library.acadiau.ca/distance-education/access.html>.

Learning Approach

Code of Conduct for the School of Business: The Acadia BBA program prepares students for a professional career. Students are expected to conduct themselves as professionals, to take responsibility for their own learning, and to show their respect for other people by treating all students, as well as faculty and staff, in a courteous manner.

Proactive Learning: Instruction will primarily be through lectures and problem-solving exercises in the online class. Preparation coupled with active participation is critical if class time is to be productive. This includes reading relevant course materials in advance of the class session, attempting to solve all the suggested practice problems for quantitative analysis topics, and being ready to ask questions to clarify any concepts and analytical techniques that are not absolutely clear to you.

Evaluation

3 Quizzes (best 2 of 3, 15% each)	30%
Mid-term test	35%
Final Exam	35%
Total	100%

Notes: students must achieve a grade of 53% or better on the combination of the mid-term test and final exam to receive an overall grade of 53% (D) or higher for the course. As BUSI 2513 is a required course in the BBA program, students enrolled in Acadia’s BBA program must achieve an overall grade of 60% or better to meet degree requirements.

More information about the quizzes, mid-term exam, and the final exam will be provided separately. I will try to make the turnaround time to respond to any questions within 2-3 days, and you should expect to hear back about exam results within a week.

The last assignment should be received at least 4 weeks prior to the date you wish to write the exam. This will allow adequate processing time for the request, and for setting the exam.

Note files must be readable by a reasonably current version of MS Office.

Tentative Course Plan

You have 6 months to complete this course. You may set your own schedule, but if you intend to complete the course in less than 3 months, you should let me know so that we can arrange a schedule.

Please do not leave all of your course work until a few weeks before your completion date. Although I will make every effort to accommodate your schedule within reason, I need time to grade assignments and mark exams.

Topic Areas	Suggested Study Time (Weeks)	Course Readings
Introduction	1	Review Slides
Process Design & Facility Layout	2	Read assigned sections from Ch. 6: Process Design and Facility Layout (pgs. 1 - 52)
Job & Staff Scheduling	2	Read assigned sections from Ch. 16: Job & Staff Scheduling (pgs. 54 - 93)
Quiz 1		
Waiting-Line Analysis	2	Read assigned sections from Ch. 18: Waiting-Line Analysis (pgs. 94 - 135)
Quality Management	1	Read assigned sections from Ch. 9: Management of Quality (pgs. 136 - 167)
Quiz 2		

Topic Areas	Suggested Study Time (Weeks)	Course Readings
Supply Chain Management	1	Read assigned sections from Ch. 11: Supply Chain Management (pgs. 209 - 243)
Mid-term Exam (proctored)		
Just-in-Time and Lean Production	1	Read assigned sections from Ch. 15: Just-in-Time and Lean Production (pgs. 245 - 271)
Inventory Management	1	Read assigned sections from Ch. 12: Inventory Management (pgs. 272 - 334)
Quiz 3		
Material Requirements Planning	2	Read assigned sections from Ch. 14: MRP & ERP (pgs. 374 - 416)
Final Exam (proctored)		

Note: Page numbers are based on the McGraw-Hill Ryerson 5th & 6th Editions

Adjustments to the course schedule may be necessary. If so, a revised schedule will be posted on Moodle, and I will advise you of the changes via email.

Exam

Quiz 1: Introduction, Process Design & Facility Layout, and Job & Staff Scheduling

Quiz 2: Waiting-Line Analysis, and Quality Management

Midterm 2 hours (proctored in-person): Introduction, Process Design & Facility Layout, Job & Staff Scheduling, Waiting-Line Analysis, Quality Management, and Supply Chain Management

Quiz 3: Just-in-Time and Lean Production, and Inventory Management

Final Exam 3 hours (proctored in-person): Just-in-Time and Lean Production, Inventory Management, and Material Requirements Planning

Exam Policies:

- Course requirements must be completed to the satisfaction of your instructor before writing your exam, as per your course syllabus.
- Please consult with your course instructor about your intention to write any midterm or final exam before submitting an exam request.

Graduating Students Note:

If you are graduating in Acadia's Spring Convocation you must write your final exam by April 15th. If you are graduating in the Fall you must write by September 15th. You must apply to write your final at least 5 business days in advance.

Applying to Write an Exam:

- Instructor permission is required before writing the exam.
- Fill out the form 'Apply to write the Midterm Exam' after completing Module 5.
- Fill out the form 'Apply to write the Final Exam' in the final module of your course.

Midterm & Final Exam Format:

- Midterm & Final Exam are Online.
- Midterm & Final Exam are Closed Book.
- Midterm is 2 hours & Final Exam is 3 hours.
- A basic calculator may be used for the Midterm & Final Exam. Students are permitted bring a 1-page (8 ½ x 11), single-sided and handwritten summary sheet for the Midterm & a 1-page (8 ½ x 11), double-sided and hand-written summary sheet for the Final Exam.

Proctoring:

Some exams are proctored. This means that you will be supervised while writing your exam to ensure academic integrity and to assist with any technical challenges you may have. For more information about scheduling a proctored exam, please visit [Open Acadia's Exam Website](#). • In-person at Acadia or in-person offsite

Proctored at Acadia

- Examination requests must be received 1 week (7 days) prior to the date you wish to write your examination.
- We offer two standard sessions on Wednesdays beginning at 9:00 a.m. and 12:00 p.m. for in-person exams proctored at Acadia. To submit an exam request and schedule an exam, please use the appropriate link available in your course on Moodle.

Proctored at Another Location

If it isn't practical to take your exam at Acadia, off-campus exams can be written at another university or college. Arrangements for an examination may be made through the Registrar's Office or the Continuing Education office of most universities and colleges. If it is not possible to write your exam at an approved institution, please contact openacadiaexams@acadiau.ca for assistance.

- All fees associated with examinations written at other locations are your responsibility.
- Some courses may require specific software or internet accessibility at the off-campus examination location.

Student Handbook

You are responsible for becoming familiar with the contents of the Student Handbook. It contains important information about scheduling examinations (if applicable), applying for extensions, withdrawing from your course, ordering books, and computer and library services available to you. If you have questions about the policies outlined in the handbook (<https://courseware.acadiau.ca/openacadia/studenthandbook.html>), contact:

Open Acadia
21 University Avenue (Rhodes Hall)
Wolfville, NS B4P 2R6
Phone: 1-800-565-6568
Fax: 1-902-585-1068
Email: openacadia@acadiau.ca

Academic Integrity

Academic integrity demands responsible use of the work of other scholars. It is compromised by academic dishonesty such as cheating and plagiarism. A student who is uncertain whether or not a course of action might constitute cheating or plagiarism should seek in advance the advice of the instructor involved.

- Cheating is copying or the use of unauthorized aids or the intentional falsification or invention of information in any academic exercise
- Plagiarism is the act of presenting the ideas or words of another as one's own. Students are required to acknowledge and document the sources of ideas that they use in their written work.
- Self-plagiarism is also a form of plagiarism. It is the presentation of the same work in more than one course without the permission of the instructors involved.
- A student who knowingly helps another to commit an act of academic dishonesty is equally guilty.
- Penalties are levied in relation to the degree of the relevant infraction. They range from requiring the student to re-do the piece of work, through failure on that piece of work, to failure in the course, and to dismissal from the university.