COURSE OUTLINE		
TERM: Spring 2023	**COURSE NO: BADM 301**	
INSTRUCTOR:	**COURSE TITLE: Operations Management**	
OFFICE: **LOCAL:** **E-MAIL:** @capilanou.ca	**SECTION NO(S):**	**CREDITS: 3.0**
OFFICE HOURS:		
COURSE WEBSITE:		

Capilano University acknowledges with respect the Lilwat7úl (Lil'wat), xʷmə ɬθkʷəyəm (Musqueam), shíshálh (Sechelt), Sḵwx̱wú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) people on whose territories our campuses are located.

COURSE FORMAT

Three hours of class time, plus an additional hour delivered through on-line or other activities for a 15-week semester, which includes two weeks for final exams. May be offered online or in mixed mode format.

COURSE PREREQUISITES

One of (BADM 210 or STAT 101 or STAT 205 or KINE 302 or TOUR 350), and one of (BCPT 123 or TOUR 149 or COMP 101).

CALENDAR DESCRIPTION

This course is designed to be of special interest to designers, managers, and operators of business processes. The student will be able to apply the principles and practices of contemporary operations management in various functions of businesses involved in the production of goods and services. The content includes topics such as measuring performance in operations and value chains, quantitative aspects of project management, Inventory management, Goods and Service Design, Quality, Statistical process control, Operations Scheduling and Sequencing.

REQUIRED TEXTS AND/OR RESOURCES

Collier, David, and James Evans. 2020. *Operations and Supply Chain Management*. 2nd edition. Boston, MA: South-Western College Pub, or similar.

Calculator: **Texas Instruments BAII Plus** (highly recommended)
The instructor may include additional supplemental resources to augment the textbook readings and projects.

COURSE STUDENT LEARNING OUTCOMES

On successful completion of this course, students will be able to do the following:

1. Assess appropriate communication tools and develop a professional report on an operations management topic such as Statistical Process Control, Project Management, and Resource Management.

2. Test theories of Operations Management to identify opportunities and make appropriate decisions for planning and improving capacity, productivity, quality, scheduling and job sequencing, and inventory management.

3. Apply relevant data for analysis and generate quantitative and statistical solutions using the appropriate models for various aspects of operation such as processes' quality, conformance, and capacity management, forecasting demand, and inventory management.

4. Describe the purposes of the main internationally recognized quality standards such as six sigma and TQM.

5. Identify and consider regional and global differences that can impact operations management decisions in value chains.

6. Recognize and account for the integrated aspects of all operations management techniques in their relationship to the organization and society such as the decisions on outsourcing, offshoring, and sustainability of operations.

COURSE CONTENT

- Operations Management and Value Chains

- Competitive Priorities, Competitive Advantage

- Defining, Organizing, and Planning, Monitoring and Controlling Projects, Probabilistic Time Estimates.

- Goods and Service Design Reliability, quality, Taguchi Loss Function

- Quality Management Philosophy, Cost of Poor Quality, Employee involvement, Continuous Improvement Quality Standards

- Management Philosophy, Cost of Poor Quality, Employee involvement, Continuous Improvement, Statistical Process Control, Process Capability, Quality Standards

- Capacity Planning, Capacity Decisions, Tools, Using Waiting Line Theory

- EOQ , Safety Stock, FQS, FPS Reorder Point Ordering, How Much to Order: Fixed-Order-Interval Model, Single-Period Model

- Elements of Good Forecast, Forecasting and the Supply Chain, Steps of Forecasting Process, Forecasts Based on Time-Series Data, Forecast Accuracy, Monitoring Forecast Error, Choosing a Forecasting Technique

- Bill Of Material, Material Requirements Planning, Resource Planning

- Aggregate plans, time phasing, lot sizing, appointment systems, staff scheduling

- Sequencing, FCFS, EDD, CR, SPT, appointment systems, Scheduling the Workforce

- Measures of Supply Chain Performance, Supply Chain Dynamics, Push/Pull Systems, Outsourcing, Location Decisions

  Final Exam period – weeks 14-15.

EVALUATION PROFILE

Assessment	Percentage of final grade
Quizzes, Readiness Assurances	16-26%
Simulations, Case Studies, In Class Activities	20-30%
Midterm	24-30%
Final Exam	24-30%
Total	100%

GRADING PROFILE

A+	=	90-100	B+	=	77-79	C+	=	67-69	D	=	50-59
A	=	85-89	B	=	73-76	C	=	63-66	F	=	0-49
A-	=	80-84	B-	=	70-72	C-	=	60-62			

Incomplete Grades

Grades of Incomplete "I" are assigned only in exceptional circumstances when a student requests extra time to complete their coursework. Such agreements are made only at the request of the student, who is responsible to determine from the instructor the outstanding requirements of the course.

Late Assignments

Are at the discretion of the instructor, please consult with your instructor beforehand.

Missed Exams/Quizzes/Labs etc.

Make-up exams, quizzes and/or tests are given at the discretion of the instructor. They are generally given only in medical emergencies or severe personal crises. Some missed labs or other activities may not be able to be accommodated. Please consult with your instructor.

Attendance

Students are expected to attend all classes and associated activities, as specified by the delivery format.

English Usage

Students are expected to proofread all written work for any grammatical, spelling and stylistic errors. Instructors may deduct marks for incorrect grammar and spelling in written assignments.

Electronic Devices

Students may use electronic devices during class for note-taking only as specified by the instructor.

On-line Communication

Outside of the classroom, instructors will (if necessary) communicate with students using either their official Capilano University email or eLearn; please check both regularly. Official communication between Capilano University and students is delivered to students' Capilano University email addresses only.

UNIVERSITY OPERATIONAL DETAILS

Tools for Success

Many services are available to support student success for Capilano University students. A central navigation point for all services can be found at: https://www.capilanou.ca/student-life/

Capilano University Security: download the CapU Mobile Safety App

Policy Statement (S2009-06)

Capilano University has policies on Academic Appeals (including appeal of final grade), Student Conduct, Academic Integrity, Academic Probation and other educational issues. These and other policies are available on the University website.

Academic Integrity (S2017-05)

Any instance of academic dishonesty or breach of the standards of academic integrity is serious and students will be held accountable for their actions, whether acting alone or in a group. See policy and procedures S2017-05 Academic Integrity for more information: https://www.capilanou.ca/about-capu/governance/policies/

Violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances, are prohibited and will be handled in accordance with the Student Academic Integrity Procedures.

Academic dishonesty is any act that breaches one or more of the principles of academic integrity. Acts of academic dishonesty may include but are not limited to the following types:

Cheating: Using or providing unauthorized aids, assistance or materials while preparing or completing assessments, or when completing practical work (in clinical, practicum, or lab settings), including but not limited to the following:

- Copying or attempting to copy the work of another during an assessment
- Communicating work to another student during an examination
- Using unauthorized aids, notes, or electronic devices or means during an examination
- Unauthorized possession of an assessment or answer key

- Submitting of a substantially similar assessment by two or more students, except in the case where such submission is specifically authorized by the instructor

Fraud: Creation or use of falsified documents.

Misuse or misrepresentation of sources: Presenting source material in such a way as to distort its original purpose or implication(s); misattributing words, ideas, etc. to someone other than the original source; misrepresenting or manipulating research findings or data; and/or suppressing aspects of findings or data in order to present conclusions in a light other than the research, taken as a whole, would support.

Plagiarism: Presenting or submitting, as one's own work, the research, words, ideas, artistic imagery, arguments, calculations, illustrations, or diagrams of another person or persons without explicit or accurate citation or credit.

Self-Plagiarism: Submitting one's own work for credit in more than one course without the permission of the instructors, or re-submitting work, in whole or in part, for which credit has already been granted without permission of the instructors.

Prohibited Conduct: The following are examples of other conduct specifically prohibited:

- Taking unauthorized possession of the work of another student (for example, intercepting and removing such work from a photocopier or printer, or collecting the graded work of another student from a stack of papers)
- Falsifying one's own and/or other students' attendance in a course
- Impersonating or allowing the impersonation of an individual
- Modifying a graded assessment then submitting it for re-grading
- Assisting or attempting to assist another person to commit any breach of academic integrity

Sexual Violence and Misconduct

All Members of the University Community have the right to work, teach and study in an environment that is free from all forms of sexual violence and misconduct. Policy B401 defines sexual assault as follows:

Sexual assault is any form of sexual contact that occurs without ongoing and freely given consent, including the threat of sexual contact without consent. Sexual assault can be committed by a stranger, someone known to the survivor or an intimate partner.

Safety and security at the University are a priority and any form of sexual violence and misconduct will not be tolerated or condoned. The University expects all Students and Members of the University Community to abide by all laws and University policies, including B.401 Sexual Violence and Misconduct Policy and B.401.1 Sexual Violence and Misconduct Procedure (found on Policy page https://www.capilanou.ca/about-capu/governance/policies/)

Emergencies: Students are expected to familiarise themselves with the emergency policies where appropriate and the emergency procedures posted on the wall of the classroom.

SCHOOL OF BUSINESS POLICIES

To be added to the syllabus