



# Business Administration

Course Number:	<b>BUAD 382</b>
Course Title:	<b>OPERATIONS MANAGEMENT</b>
Credits:	3
Calendar Description:	Providing goods or services requires considerable management effort in selecting appropriate processes, determining inventory needs and procedures, sizing productive capacity, determining workforce levels, and assuring quality in the end product or service. This course investigates the decisions required by management and the quantitative and qualitative techniques applicable to the decision process. Emphasis is on forecasting, resource planning, lean systems, project management, process selection, layout, location, and planning.
Semester and Year:	<b>Winter 2015</b>
Prerequisite(s):	MATH 114, BUAD 128, 264, STAT 121 or 124
Corequisite(s):	No
Prerequisite to:	No
Final Exam:	Yes
Hours per week:	3
Graduation Requirement:	Elective – Diploma, Management option Required – BBA, Management option
Substitutable Courses:	No
Transfer Credit:	CMA and PMAC
Special Notes:	Students with credit for BUAD 282 may not take BUAD 382 for additional credit.
Development Date:	2009
Revision Date:	
Chair's Approval:	

**Professors**

Name	Phone number	Office	Email
Michael Conyette	762-5445 #2231	Vernon/Kelowna: H122B	<a href="mailto:mconyette@okanagan.bc.ca">mconyette@okanagan.bc.ca</a>

**Learning Outcomes**

Upon completion of this course students will be able to:

- Understand the technical operations functions in both manufacturing and service firms.
- Recognize, analyze, and solve operations problems using computerized quantitative models.
- Create Quantitative models using MS EXCEL.
- Select the appropriate tools for solving production and operations management (OM Explore) problems and correctly interpret the results.

**Course Objectives**

This course will cover the following content including:

- Apply and use systematic methodologies to solve operational problems.
- Identify and apply appropriate techniques for managing business operations and correctly analyze and interpret the results through critical thinking.
- Use management of processes, demand, quality, inventory, scheduling, layout & location to guide specific operational decision making.
- Use MS Excel templates to understand operational problems and insert appropriate statistical functions where appropriate in Excel.
- Solve typical problems using formulas and tables.

**Evaluation Procedure**

Assignments	25%
Mid-term Exam	35%
Final Exam	40%
Total	100%

**Notes**

- Each week’s readings are to be completed before class meets.
- Assignments are due at the beginning of class each week. Students are expected to submit all assignments on time. However, to allow for illness and family emergencies, each student may submit a maximum of **one** late assignment during the semester. Each late assignment must be submitted within 10 days of the original due date and must be accompanied

**Required Texts/Resources**

- Foundations of Operations Management, 3rd Canadian Edition, Ritzman, Krajewski, Malhotra & Klassen. Pearson/Prentice Hall 2013.
- MS Office, EXCEL and WORD (available on all campus computers)

## Course Schedule

Date		Topic	Textbook
Week of:		Mon. Jan 5 Classes begin Family Day Feb 9 & Feb 10 to 13 Reading Break – no classes Good Fri. Apr 3 & Easter Mon. Apr 6 – no classes Tues. Apr 14 Last day of regularly scheduled classes	
Jan	5	Creating Customer Value Through Operations Supply Chain Management	Ch 1, Ch 2
	12	Process Configuration	Ch 3
	19	Capacity & Waiting Lines	Ch 4 Supplement 4S
	26	Inventory Management	Ch 5
Feb	2	Quality and Process Improvement	Ch 6
	9	READING BREAK ( <i>Feb 9 to 13 – no classes</i> )	
	16	Mid-term Exam (Chapters 1 to 6)	
	23	Lean Systems	Ch 7
Mar	2	Managing Projects	Ch 8
	9	Location and Layout	Ch 9
	16	Location and Layout cont'd	Ch 9
	23	Managing Demand & Forecasting	Ch 10
	30	Operations Management and Scheduling	Ch 11
Apr	6	Resource Planning	Ch 12
	13	<b>Review</b> April 14 class only	
Apr	17 - 25	Final Exam Period (Final Exam Chapter 7 to 12)	

## **SKILLS ACROSS THE BUSINESS CURRICULUM**

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The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.

## **STUDENT CONDUCT AND ACADEMIC HONESTY**

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### **What is the Disruption of Instructional Activities?**

At Okanagan College (OC), disruption of instructional activities includes student “conduct which interferes with examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study facilities of OC”, as well as conduct that leads to property damage, assault, discrimination, harassment and fraud. Penalties for disruption of instructional activities include a range of sanctions from a warning and/or a failing grade on an assignment, examination or course to suspension from OC.

### **What is Cheating?**

“Cheating includes but is not limited to dishonest or attempted dishonest conduct during tests or examinations in which the use is made of books, notes, diagrams or other aids excluding those authorized by the examiner. It includes communicating with others for the purpose of obtaining information, copying from the work of others and purposely exposing or conveying information to other students who are taking the test or examination.”

Students must submit independently written work. Students may not write joint or collaborative assignments with other students unless the instructor approves it in advance as a group/team project. Students who share their work with other students are equally involved in cheating.

### **What is Plagiarism?**

Plagiarism is defined as “the presentation of another person’s work or ideas without proper or complete acknowledgement.” It is the serious academic offence of reproducing someone else’s work, including words, ideas and media, without permission for course credit towards a certificate, diploma, degree and/or professional designation. The defining characteristic is that the work is not yours.

“Intentional plagiarism is the deliberate presentation of another’s work or ideas as one’s own.” Intentional plagiarism can be a copy of material from a journal article, a book chapter, data from the Internet, another student, work submitted for credit in another course or from other sources.

“Unintentional plagiarism is the inadvertent presentation of another’s work or ideas without proper acknowledgement because of poor or inadequate practices. Unintentional plagiarism is a failure of scholarship; intentional plagiarism is an act of deceit.”

### **What are the Students’ Responsibilities to Avoid Plagiarism?**

Students have a responsibility to read the OC Plagiarism Policy and Procedures outlined in the OC calendar, which is available in online format [www.okanagan.bc.ca](http://www.okanagan.bc.ca). Students must acknowledge the sources of information used on all their assignments. This usually involves putting the authors’ name and the year of publication in parentheses after the sentence in which you used the material, then at the end of your paper, writing out the complete references in a Reference section.

“Students are responsible for learning and applying the proper scholarly practices for acknowledging the work and ideas of others. Students who are unsure of what constitutes plagiarism should refer to the UBC publication “*Plagiarism Avoided; Taking Responsibility for your Work*”. This guide is available in OC bookstores and libraries.

Students are expected to understand research and writing techniques and documentation styles. The Okanagan School of Business requires the use of the APA or MLA style, but suggests that students cite references using the APA guidelines (see Publication Manual of the American Psychological Association, 6<sup>th</sup> edition (2009). A copy of the APA manual is available in the reference section and also available for circulation from OC libraries. The library website has access to these two major citing styles.

### **What are the Penalties for Plagiarism and Cheating?**

The Okanagan School of Business does not tolerate plagiarism or cheating. All professors actively check for plagiarism and cheating and the Okanagan School of Business subscribes to an electronic plagiarism detection service. All incidents of plagiarism or cheating are reported and result in a formal letter of reprimand outlining the nature of the infraction, the evidence and the penalty. The Dean of the Okanagan School of Business and the Registrar record and monitor all instances of plagiarism and cheating. Penalties for plagiarism and cheating reflect the seriousness and circumstances of the offence and the range of penalties includes suspension from OC.