BUS 275-003: Operations Management  
Winter 2018  
Monday 7:00-9:45 pm

Instructor: Islam Saleh

Contact Method: UR Courses email is preferred, or you can contact me @ Islam.Saleh@uregina.ca

Office Hours: Monday 5:30-6:30 pm or by appointment  
Office is located at ED 524.5

Classroom: ED 621 and computer Lab when required, students will be notified in advance

Text Book: Operations Management: Sustainability And Supply Chain Management  
By Heizer, Jay, Render, Barry, Griffin, Paul  
ISBN-10: 013438430X  
Publisher: Pearson  
Second Canadian Edition  
Pub Date: January 20, 2016

Course Summary: An introduction to the management of the operations function in organizations. Topics will include: forecasting, layout, control over quality, statistical quality control, product design and capacity planning. Problems of production of goods and services will be considered. The course will also include an introduction to the use of quantitative techniques as an aid to organizational decision making.

Course Objectives: This course aims to provide students with tools for understanding operational processes and to prepare them to analyze and continuously improve the firm’s operational performance. By the end of the course students should be able to:

- Explain how operations strategy is a pattern of decisions about processes and supply chains that achieve specific competitive priorities
Course Objectives:

- Understand basic forecasting models and be able to select an appropriate forecasting model for different situations
- Define capacity, and describe different ways to measure capacity, assess process capacity, and calculate capacity utilization
- Describe the principles and elements of TQM and how they contribute to improve quality and productivity
- Define the nature and strategic importance of supply chains, and their linkage to core processes

Prerequisites:

BUS 100 (or ADMN 100), MATH 103 and STAT100

Evaluation:

<table>
<thead>
<tr>
<th>Type</th>
<th>Date</th>
<th>Duration</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignment 1</td>
<td>Due on February 12, 2018</td>
<td>1 week</td>
<td>5%</td>
</tr>
<tr>
<td>Midterm Exam 1</td>
<td>February 26, 2018</td>
<td>75 min</td>
<td>20%</td>
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<tr>
<td>Assignment #2</td>
<td>Due on March 19, 2018</td>
<td>1 week</td>
<td>5%</td>
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<tr>
<td>Midterm Exam 2</td>
<td>March 26, 2018</td>
<td>75 min</td>
<td>20%</td>
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<tr>
<td>Attendance</td>
<td></td>
<td></td>
<td>5%</td>
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<tr>
<td>Participation</td>
<td></td>
<td></td>
<td>5%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>Apr 23, 2018</td>
<td>180 min</td>
<td>40%</td>
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<tr>
<td>Total</td>
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Exams Rules:

- All midterm exams will be held at room ED 621
- Midterm exams will start at 8:30 pm, a regular class will be taught in the first hour
- In case a student miss the midterm exam because of a recognized emergency (proof documentation is required), the weight of the midterm will be added to the final exam
- The midterm exams will cover the material taught up to date. The final exam will cover everything discussed during the term
- Midterm and final exams are closed book exams and only simple scientific calculator is allowed
- Bring your student ID with you to all exams
### Attendance:
5% of the course evaluation will be assigned for attendance, to get these marks, a student needs to attend all classes on time with the exception for two classes (emergency) during the term.

### Participation:
5% of the course evaluation will be assigned for answering questions and completing tasks during class time.

### Assignments:
- Assignments will be posted on UR Courses and each student is expected to submit them back within the assigned due date.
- 10% will be deducted from the assignment total mark for each day of late submission. **Late submission will not be accepted after assignment solution is posted**
- All assignments should be submitted with an attached cover page, a template cover page will be posted on UR Courses.

### Classroom Rules:
- Please be punctual and arrive class at time and don’t leave before the class ends.
- Bring textbook, pens, pencils, and basic scientific calculator with you for every class as you are required to finish practice problems by the end of the class.
- The electronic devices including laptops and cell phones are source of distraction and the usage of them is prohibited during the class time.

### Communication:
Students need to visit the course page on UR Courses regularly as the course announcements, slides, material, and assignments will be posted there.

### Academic Integrity:
All work submitted by each student is expected to be the student sole work. Cheating and plagiarism will not be tolerated at any time. Any suspected cases will be reported to the undergraduate associate dean for further investigation.

### Students with Special Needs:
If you need any special accommodation or exams, please let me know after the first class. You also need to contact the Coordinator of Special Needs Services at (306) 585-4631.
Tentative Course Outline:
Notice that topic coverage may be adjusted from time to time as the course progresses

<table>
<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Topic</th>
<th>Reading</th>
<th>Notes</th>
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<tr>
<td>1</td>
<td>Jan 08</td>
<td>Operations and Productivity</td>
<td>Ch1, Lecture notes</td>
<td>First Class</td>
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<td>Operations Strategy in a Global Environment</td>
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<td>Project Management</td>
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<td>Jan 22</td>
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<td>Design of Goods and Services</td>
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<td>Ch7, Lecture notes</td>
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<td>Capacity and Constraint Management Midterm Exam 2</td>
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<td>Midterm Exam 2</td>
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<td>Apr 02</td>
<td>Capacity and Constraint Management Location Strategies</td>
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<td>Layout Strategies</td>
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<td>Apr 23</td>
<td>Final Exam</td>
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Feeling Stressed? Always worried?

Some stress is normal when you’re going to university but 1 in 5 students will suffer from enough distress that they would benefit from counselling.

What can I do?

The U of R offers several counselling services free of charge for students at the U of R. These sessions are confidential and easy to access for students – simply go to the second floor of Riddell, Room 251 to make an appointment.

What options are available for me?

- **Personal Counselling** – This is a great option if you’d like one on one attention for things like anxiety and panic, relationship conflict, depression, grief and loss, academic issues, body image and substance abuse.
  
  Up to 5 sessions are free per semester. Try it – talking about your problems can be more helpful than you might think!

- **Group Counselling** – Simply put, you’re not alone. Many students are experiencing the same things as you. The U of R offers a wide variety of group counselling opportunities that can help teach many skills for managing your mental health, including: Meditation and relaxation, Healthy relationships, Stress Management and Self-Care.

But I can’t afford counselling...

Seeking counselling doesn’t have to be cost prohibitive. Many students can benefit from the 5 free sessions offered by the University as a benefit of being a student.

If you need more sessions make sure you contact URSU and visit www.iHaveAPlan.ca. Many expenses that are related to mental health, including going to a psychologist, are partially covered by your Student Health and Dental Plan!

What else can I do?

Self-care - taking better care of yourself, can help you out. Eating better, working out, smoking and drinking less and balancing school with fun can all help with mental health!

Have a problem but don’t know how to fix it?

**URSU’s Student Advocate can help you free of charge!**

- Academic Appeals
- Disciplinary Appeals
- Student Loan Appeals
- E-mail advocate@ursu.ca to schedule an appointment today!

- Emergency Bursaries
- Notary Public
- Rentalsman Appeals