UNIVERSITY OF REGINA
BUS 275 -001: Introduction to Operations Management
Winter 2019

Instructor : Dr. EMAN ALMEHDAWE
OFFICE : ED-540.11
PHONE : (306) 585 4728
E-MAIL : Eman.Almehdawe@uregina.ca
CLASSES : 1:00 – 2:15 P.M. Mondays and Wednesdays in Education Building Room 619
OFFICE HOUR : Wednesdays 11:30-12:30 pm or by appointment.

COURSE DESCRIPTION
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.

Prerequisite: BUS 100, MATH 103, and STAT 100.

COURSE OBJECTIVES
This course aims at providing the students with tools for understanding operational processes, and preparing the students 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;
- 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 improved quality and productivity;
- Define the nature and strategic importance of supply chains, and their linkage to core processes.

TEXTBOOK

COURSE MANAGEMENT
The course homepage is available at http://www.uregina.ca/urcourses/. Lecture slides, announcements, assignments and all other related material will be posted on the course web page. Check the website regularly.
EVALUATION
The course grade will be based on three tests and two assignments. The breakdown is as follows:

- Midterm Exams (2) 40%
- Assignments (2) 20%
- Final Exam 40%

EXAMINATION
All exams will be closed book and notes. The two midterm exams will be held during lecture time as shown in the course schedule. The coverage of each exam and its format will be determined and announced later in the term. If you miss one midterm exam for a valid medical reason (accompanied by acceptable documented evidence) the weight of this exam will be shifted to the other midterm exam. The final exam is comprehensive and will be held on April 22nd, 2019 from 2:00 – 5:00 pm. The location of the exam will be announced later.

ASSIGNMENTS
There will be two written assignments each worth 10% of the course total mark. Each assignment will cover topics that share compatible conceptual framework. The assignment questions will be posted one week before the due date. Each assignment has to be handed at the beginning of the class on the due date. Any assignment submitted during or after the lecture will be 20% penalized. Assignments submitted 24 hours or more after the due date will be marked as zero. Key answers for each assignment will be posted on the course website after all students submit their works.

PRACTICE QUESTIONS
Some practice problems will be assigned from the textbook to practice the quantitative material covered in class. The objective of those questions is to help you study and prepare for the exams. The solutions for those questions will be posted on UR courses after each chapter is covered. It is strongly recommended that you attempt to solve those questions.

COMMUNICATION
Please use the email address provided on this document for all communication. Don’t use UR courses email as I do not check that email frequently. Make sure that you use your U of R email for all communication since external accounts such as Gmail will be automatically quarantined by the University’s system. And use BUS 275 in the subject of the email.

Academic Integrity: "Students enrolled in Business courses at the University of Regina are expected to adhere rigorously to principles of intellectual integrity. Plagiarism is a form of intellectual dishonesty in which another person's work is presented as one's own. Plagiarism or cheating on examinations/assignments is a serious offence that may result in a zero grade on an assignment, a failing grade in a course, or expulsion from the University”

Student Behavior: Students of the University of Regina (the “University”) are expected to conduct themselves responsibly and with propriety both in their studies and in their general behavior, and are expected to abide by all policies and regulations of the University. Misconduct, which may be academic (that is, in academic studies) or non-academic (in general behavior), is subject to disciplinary action. For information on categories of offences and types of penalties. Students are referred to the University Calendar for information on appeals, withdrawal dates, plagiarism, cheating, and academic misconduct. Students are expected to abide by these regulations of the University of Regina

GENERAL COMMENTS
- Extra help: I have the open door policy, if you see my door open and you have a question, please feel free to talk to me.
- Marking review: if you need to review the marking of a deliverable, you have a time window of one week after you receive your marked paper. You should submit a written request for re-evaluation.

TENTATIVE COURSE SCHEDULE
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>Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Jan 8-10</td>
<td>Operations and Productivity</td>
<td>Ch 1, lecture notes</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Jan 14-18</td>
<td>Operations Strategy in a Global Environment</td>
<td>Ch2, lecture notes Ch 3, lecture notes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Project Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Jan 21-25</td>
<td>Project Management</td>
<td>Ch 3, lecture notes</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Jan 28- Feb 1</td>
<td>Forecasting</td>
<td>Ch 4, lecture notes</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Feb 4-8</td>
<td>Forecasting</td>
<td>Ch 4, lecture notes</td>
<td>Assignment 1 due Feb 6</td>
</tr>
<tr>
<td>6</td>
<td>Feb 11-15</td>
<td>Forecasting</td>
<td>Ch 4, lecture notes</td>
<td>Midterm exam 1 Feb 13</td>
</tr>
<tr>
<td>7</td>
<td>Feb 25- Mar 1</td>
<td>Process Strategy</td>
<td>Ch 7, lecture notes</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Mar 4 – 8</td>
<td>Capacity and Constraint Management</td>
<td>Ch 7s, lecture notes</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Mar 11 – 15</td>
<td>Location Strategies</td>
<td>Ch 8, lecture notes Ch 9, lecture notes</td>
<td>Assignment 2 due Mar 20</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Layout Strategies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Mar 18 – 22</td>
<td>Layout Strategies</td>
<td>Ch 9, lecture notes</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Mar 25 – 29</td>
<td>Design of Goods and Services</td>
<td>Ch 5, lecture notes</td>
<td>Midterm exam 2 Mar 27</td>
</tr>
<tr>
<td>12</td>
<td>April 1- 5</td>
<td>Managing Quality</td>
<td>Ch 6, lecture notes</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>April 8- 12</td>
<td>Statistical Process Control</td>
<td>Ch 6s, lecture notes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Wrap up and review</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>