



Management and Organizational Studies 3330B

Operations Management

Instructor: Jenny Patrick
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Class time: Thursdays 7:00pm – 10:00pm
Room #204

Office hours by appointment

Understanding operations management is critical for every role in the working world. All types of businesses transform inputs into value-added finished goods or services.

Students interested in accounting, finance, HR, IT, general management, marketing, logistics, sales, e-business, entrepreneurialism and many other functional areas will benefit from learning the strategies and tactics covered in this course. Topics covered will include:

Strategy and Competitiveness	Capacity Planning and Facility Location
Product Design and Process Selection	Facility Layout
Supply Chain Management	Inventory Management
Total Quality Management	Aggregate Planning
Statistical Quality Control	Resource Planning
Just-in-time and Lean Systems	Scheduling
Forecasting	Project Management

Prerequisites for MOS 3330A/B: Business Administration 2257 and enrollment in the BMOS program.

Course Learning Objectives

With the completion of this course, students will understand the principles of Operations Management, as well as current trends and challenges faced by manufacturing and service organizations. Students will be able to apply the concepts and techniques learned to cases and real-world scenarios.

Course Content

Week 1	Jan. 9	Chapters 1 and 2	In class questionnaire
Week 2	Jan. 16	Chapter 3 and 4	Groups determined today
Week 3	Jan. 23	Chapter 5	
Week 4	Jan. 30	Chapter 6	Groups 1 and 2 Presentations
Week 5	Feb. 6	Chapter 7, Online survey sent out	Groups 3 and 4 Presentations
Week 6	Feb.13	Outstanding Content, Q&A	Quiz #1
Week 7	Feb.20	Reading Week	
Week 8	Feb. 27	Chapter 8	Groups 5 and 6 Presentations
Week 9	Mar. 6	Chapters 9 and 10	
Week 10	Mar. 13	Chapter 12	Groups 7 and 8 Presentations
Week 11	Mar. 20	Chapter 13	Groups 9 and 10 Presentations
Week 12	Mar. 27	Chapter 14, Q&A	Quiz #2
Week 13	Apr. 3	Chapter 16	
Week 14	Apr.10	Outstanding Content, Exam Review	
Exam Week	TBD	Final Exam	

Textbook

Operations Management, 5th Edition: Reid & Sanders (Binder Ready / Text)
 Wiley, ISBN 978-1-118-34851-2
www.wiley.com/college/reid
 Available at UWO bookstore

Presentations

In small groups (3-4 students) please prepare ten (10) slides or less covering the basic principals of your assigned topic, and a case example. Plan to speak to each slide for ~2 minutes, keeping your presentation less than 20 minutes in total. More details will be reviewed in class.

Participation

All students start out with full marks for participation (15%). Marks are deducted for absence, lateness, lack of preparedness, lack of verbal participation, lack of attentiveness, and for being distracted by and/or distracting others with electronic devices. Classroom etiquette is expected at all times. **Please turn your cell phone off and put it away during class.**

Evaluation

Presentation	15%
Feb 13: Quiz #1	20%
March 27: Quiz #2	20%
Participation	15%
Final Exam	30%

Students must complete **all** elements of evaluation in order to receive a passing grade in the course. There will be no reweighting of components within the course. Please note that grades cannot be adjusted on the basis of need. Your mark in the course will be the mark that you earn based on your demonstrated understanding of the course content. Extra credit assignments are not available and papers cannot be resubmitted to obtain a higher mark. Once a student has completed an assignment (s)he is committed to the mark earned.

OWL will be used to communicate course content and student performance.

Academic Accommodation

If, on medical or compassionate grounds, a student is unable to complete a course component worth **greater than 10 per cent** of the final course grade, it is the responsibility of the student to consult with an Academic Advisor and follow the procedures documented in the **“POLICY REGARDING MAKEUP EXAMS AND EXTENSIONS OF DEADLINES”**.

For academic accommodation to be considered for any course component worth **less than 10 per cent** of the final course grade, it is the responsibility of the student to approach the course instructor in a timely fashion (within two business days of the missed deadline).

Documentation may be required to be submitted to the academic advisor. If documentation is required, the request for accommodation will be decided by the academic advisor in consultation with the instructor. If documentation is not required, the instructor will make the final decision. The policies governing requests for academic accommodation for course components worth 10 per cent or more of the course grade are outlined in the Academic Policies section included at the end of the course outline.

Please refer to the Academic Calendar, the handbook of Academic and Scholarship Policy and the Academic Handbook of Senate Regulations. It is your responsibility to understand the dates and policies that may affect your academic career, as well as the resources available to you as a student at Brescia University College. Important topics include and are not limited to: privacy, absence, missing quizzes/presentations/exams, extensions of deadlines, requests for academic accommodations, dates for dropping courses without academic penalty, cheating, academic misconduct, appeals, prerequisites and antirequisites, accessibility, academic/career resources, code of conduct and support services. Please work with your academic advisor and instructor as needed.

BRESCIA UNIVERSITY COLLEGE ACADEMIC POLICIES AND REGULATIONS**1. POLICY REGARDING MAKEUP EXAMS AND EXTENSIONS OF DEADLINES**

When a student requests academic accommodation (e.g., extension of a deadline, a makeup exam) for work representing 10% or more of the student's overall grade in the course, it is the responsibility of the student to provide acceptable documentation to support a medical or compassionate claim. All such requests for academic accommodation **must** be made through an Academic Advisor and include supporting documentation. Academic accommodation on medical grounds will be granted only if the documentation indicates that the onset, duration and severity of the illness are such that the student could not reasonably be expected to complete her academic responsibilities. Appropriate academic accommodation will be determined by the Dean's Office in consultation with the student's instructor(s). Please note that personal commitments (e.g., vacation flight bookings, work schedule) which conflict with a scheduled test, exam or course requirement are not grounds for academic accommodation.

A UWO Student Medical Certificate (SMC) is **required** if a student is seeking academic accommodation on medical grounds. This documentation should be obtained at the time of the initial consultation with the physician/nurse practitioner or walk-in clinic. A SMC can be downloaded under the Medical Documentation heading of the following website: <https://studentservices.uwo.ca/secure/index.cfm> . If it is not possible to have an SMC completed by the attending physician/nurse practitioner, the student must request documentation sufficient to demonstrate that her ability to meet academic responsibilities was seriously affected. Please note that under University Senate regulations documentation stating simply that the student "was seen for a medical reason" or "was ill" is **not** adequate to support a request for academic accommodation. All documentation is to be submitted to an Academic Advisor.

Whenever possible, requests for academic accommodation should be initiated in advance of due dates, examination dates, etc. Students must follow up with their professors and Academic Advisor in a timely manner.

The full statement of University policy regarding extensions of deadlines or makeup exams can be found at <http://www.westerncalendar.uwo.ca/2013/pg117.html>

2. ACADEMIC CONCERNS

If you feel that you have a medical or personal problem that is interfering with your work, contact your instructor and Academic Advisor as soon as possible. Problems may then be documented and possible arrangements to assist you can be discussed at the time of occurrence rather than on a retroactive basis. Retroactive requests for academic accommodation on medical or compassionate grounds may not be considered.

If you think that you are too far behind to catch up or that your work load is not manageable, you should consult an Academic Advisor. If you consider reducing your workload by dropping one or more courses, this must be done by the appropriate deadlines (refer to the Registrar's website, www.registrar.uwo.ca, for official dates). You should consult with the course instructor and the Academic Advisor who can help you consider alternatives to dropping one or more courses. *Note that dropping a course may affect OSAP eligibility and/or Entrance Scholarship eligibility.*

The Dean may refuse permission to write the final examination in a course if the student has failed to maintain satisfactory academic standing throughout the year or for too frequent absence from the class or laboratory.

3. ABSENCES

Short Absences: If you miss a class due to a minor illness or other problems, check your course outline for information regarding attendance requirements and make sure you are not missing a test or assignment. Cover any readings and arrange to borrow notes from a classmate. Contact the course instructor if you have any questions.

Extended Absences: If you have an extended absence, you should contact the course instructor and an Academic Advisor. Your course instructor and Academic Advisor can discuss ways for you to catch up on missed work and arrange academic accommodations, if appropriate.

4. POLICY ON CHEATING & ACADEMIC MISCONDUCT

Students are responsible for understanding the nature of and avoiding the occurrence of plagiarism and other academic offences. Students are urged to read the section on Scholastic Offences in the Academic Calendar. Note that such offences include plagiarism, cheating on an examination, submitting false or fraudulent assignments or credentials, impersonating a candidate, or submitting for credit in any course without the knowledge and approval of the instructor to whom it is submitted, any academic work for which credit has previously been obtained or is being sought in another course in the University or elsewhere. Students are advised to consult the section on Academic Misconduct in the Western Academic Calendar.

If you are in doubt about whether what you are doing is inappropriate or not, consult your instructor, the Student Services Centre, or the Registrar. A claim that "you didn't know it was wrong" is not accepted as an excuse.

The penalties for a student guilty of a scholastic offence (including plagiarism) include refusal of a passing grade in the assignment, refusal of a passing grade in the course, suspension from the University, and expulsion from the University.

Plagiarism:

Students must write their essays and assignments in their own words. Whenever students take an idea or a passage from another author, they must acknowledge their debt both by using quotation marks where appropriate and by proper referencing such as footnotes or citations. Plagiarism is a major academic offence (see Scholastic Offence Policy in the Western Academic Calendar).

All required papers may be subject to submission for textual similarity review to the commercial plagiarism detection software under license to the University for the detection of plagiarism. All papers submitted for such checking will be included as source documents in the reference database for the purpose of detecting plagiarism of papers subsequently submitted to the system. Use of the service is subject to the licensing agreement, currently between The University of Western Ontario and Turnitin.com.

Computer-marked Tests/exams:

Computer-marked multiple-choice tests and/or exams may be subject to submission for similarity review by software that will check for unusual coincidences in answer patterns that may indicate cheating. Software currently in use to score computer-marked multiple-choice tests and exams performs a similarity review as part of standard exam analysis.

5. PROCEDURES FOR APPEALING ACADEMIC EVALUATIONS

All appeals of a grade must be directed first to the course instructor. If the student is not satisfied with the decision of the course instructor, a written appeal signed by the student must be sent to the Department Chair. If the response of the department is considered unsatisfactory to the student, she may then submit a signed, written appeal to the Office of the Dean. Only after receiving a final decision from the Dean may a student appeal to the Senate Review Board Academic. A Guide to Appeals is available from the Ombudsperson's Office, or you can consult an Academic Advisor. Students are advised to consult the section on Academic Rights and Responsibilities in the Western Academic Calendar.

6. PREREQUISITES AND ANTIREQUISITES

Unless you have either the prerequisites for a course or written special permission from your Dean to enroll in it, you will be removed from the course and it will be deleted from your record. This decision may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course for failing to have the necessary prerequisites.

Similarly, you will also be deleted from a class list if you have previously taken an antirequisite course unless this has the approval of the Dean. These decisions may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course because you have taken an antirequisite course.

7. SUPPORT SERVICES

The Brescia University College Registrar's website, with a link to Academic Advisors, is at http://www.brescia.uwo.ca/academics/registrar_services/index.html . The Western Registrar's website is at <http://www.registrar.uwo.ca/index.cfm> . The website for the Student Development Centre at Western is at <http://www.sdc.uwo.ca/> . Students who are in emotional/mental distress should refer to Mental Health @ Western <http://www.uwo.ca/uwoom/mentalhealth/> for a complete list of options about how to obtain help.

Portions of this document were taken from the Academic Calendar, the Handbook of Academic and Scholarship Policy and the Academic Handbook of Senate Regulations. This document is a summary of relevant regulations and does not supersede the academic policies and regulations of the Senate of the University of Western Ontario.