

# MOS 330b: Operations Management

## Winter 2008

Management and Organizational Studies  
 Faculty of Social Science  
 The University of Western Ontario

*Operations is about transforming inputs into finished goods and services. This constitutes the primary activity of virtually every organization. Hence, acquiring skills in operations management becomes essential for every manager whether or not he/she is pursuing a career directly in operations.*

- Course Objectives:**
- To gain understanding of fundamental concepts and techniques (quantitative models) involved in Operations Management
  - To develop awareness related to managerial issues and current trends/challenges in operations

- General Coverage:**
- Supply chain management - supply chain, inventory management, forecasting
  - Planning - aggregate planning, MRP, ERP, scheduling, project management
  - Process and quality - process and product design, just-in-time systems, total quality management, statistical quality control

Instructors				
<b>May Tajima</b> (course coordinator) SSC 2208 519-661-2111 ext. 87619 mtajima@uwo.ca	<b>Manpreet Hora</b>  SSC 2234 519-661-2111 ext. 82632 mhora@ivey.uwo.ca	<b>Darren Chapman</b>  SSC 2236 519-661-2111 ext. 82653 darrenchapman@sympatico.ca	<b>Rick Burjaw</b>  SSC 2206 519-661-2111 ext. 87273 rburjaw@uwo.ca	
Lecture Time & Location				
<b>Section 1</b> Tu9:30-11:30 SSC 3102  Th9:30-10:30 SSC 3102	<b>Section 2</b> Tu12:30-1:30 KB-K 103  Th11:30-1:30 KB-K 103	<b>Section 3</b> Tu2:30-4:30 SH 2355  Th2:30-3:30 SH 2355	<b>Section 4</b> W11:30-12:30 SSC 3116  F11:30-1:30 SSC 3116	<b>Section 5</b> W1:30-3:30 SSC 3014  F9:30-10:30 SSC 3014
Regular Office Hours				
Tue 11:30-12:30 Thu 10:30-12:30	Tue 10:15-12:15	Thu 3:30-5:30	Wed 10:30-11:30 & 3:30-4:30 Thu 10:30-11:30 & 2:30-3:30	

- Pre-requisite:**
- BUS 257
- Unless you have either the requisites for this course or written special permission from your Dean to enrol in it, you may be removed from this 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.

- Lecture Notes:**
- Required - **obtain a copy ASAP and bring it to every class**
  - Copies of the notes are available for purchase at the Book Store (University Community Centre, Lower Level)
- The notes are provided to students in order to reduce writing time and increase thinking/discussion time in classroom. The notes contain the essential course material, but they do not contain everything that will be discussed in class. The textbook is supplementary to the lecture notes.

- Textbook:**
- Operations Management, customized version of Reid & Sanders, 3<sup>rd</sup> edition
- 2 copies are available on The D.B. Weldon Library 2-hour course reserve -- reference number **HD31.R442 2007**

**Web Page:** <http://mos.uwo.ca/courses/330/>

- Check here for exam and group presentation information, exam review problems and their solutions, and general course information

**Exam Style:**

- Mixture of calculation, multiple choice and short answers
  - Closed book and no crib sheet -- formula sheet will be provided
- Multiple choice questions in the exams will be graded via computer software and may be subject to submission for similarity review by software that will check for unusual coincidences in answer patterns that may indicate cheating.

**Academic Offences:** Scholastic offences (e.g., plagiarism) are taken seriously and students are directed to read the appropriate policy, specifically, the definition of what constitutes a Scholastic Offence at [www.uwo.ca/univsec/handbook/appeals/scholoff.pdf](http://www.uwo.ca/univsec/handbook/appeals/scholoff.pdf)

**Grading Scheme:**

Test 1*	25%	<b>Wed., February 6, 5:30-7:30pm (TC 348/348A/348B)</b>
Test 2*	25%	<b>Wed., March 12, 5:30-7:30pm (TC 348/348A/348B)</b>
Final exam*	35%	To be announced by the Registrar's Office
Group presentation	10%	<b>Form your group by Friday, January 25</b> • 4-5 people per group, from the same section • See the course web site for more information
Presentation participation	5%	See the course web site for more details

\* Missed exams will receive zero marks unless a legitimate excuse is provided by the student and a makeup exam is scheduled by the instructor. The date and time of the makeup exam will not be arranged prior to the original test date.

**Weekly Schedule (guideline only; subject to change):**

Week Beginning	Lecture Topic (guideline only; subject to change)	Event
Jan 7	Course information Introduction to Operations Management	
Jan 14	Supply Chain Management	
Jan 21	Inventory Management	
Jan 28	Forecasting	
Feb 4	Aggregate Planning	<b>FEB 6: TEST 1</b>
Feb 11	Material Requirements Planning (MRP)	
Feb 18	MRP/Scheduling Enterprise Resource Planning (ERP)	Feb 18: Family Day
Feb 25	<b>Conference Week</b>	
Mar 3	ERP/Project Management <b>Group presentations</b>	
Mar 10	Process Design	<b>MAR 12: TEST 2</b>
Mar 17	Just-In-Time Systems <b>Group presentations</b>	Mar 21: Good Friday
Mar 24	Quality <b>Group presentations</b>	
Mar 31	Statistical Process Control <b>Group presentations</b>	
Apr 7-10	Total Quality Management <b>Group presentations</b>	