

MOS 3330b: Operations Management

Winter 2009

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				
Guoren Zhang	Kevin Thompson		Rick Burjaw (course coordinator)	
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Lecture Time & Location				
Section 1 Tu9:30-11:30 SSC 3102 Th9:30-10:30 SSC 3102	Section 2 Tu12:30-1:30 TC 205 Th11:30-1:30 TC 205	Section 3 Tu2:30-4:30 SSC 2028 Th2:30-3:30 SSC 2028	Section 4 W11:30-12:30 SSC 3014 F11:30-1:30 SSC 3014	Section 5 W1:30-3:30 SSC 3026 F9:30-10:30 SSC 3026
Regular Office Hours				
Tu. 11:30 -12:30 Th. 10:30 -11:30 Other times by appointment	Tu. 1:30 – 2:30 Th. 10:30-11:30 Other times by appointment		Wed. 10:30 – 11:30 Th. 9:30-11:30 Fri. 10:30-11:30 Other times by appointment	

- 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, by Reid & Sanders, 3rd edition, customized version

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

Grading Scheme:

Test 1*	25%	Wed., February 4, 6:30-8:30pm (NS 1 & one room in SSC)
Test 2*	25%	Wed., March 11, 6:30-8:30pm (NS 1 & one room in SSC)
Final exam*	35%	To be announced by the Registrar's Office
Group presentation	10%	Form your group by Friday, January 23 <ul style="list-style-type: none">• 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. 5	Course information Introduction to Operations Management	
Jan. 12	Supply Chain Management	
Jan. 19	Inventory Management	
Jan. 26	Forecasting	
Feb. 2	Aggregate Planning	FEB. 4: TEST 1
Feb. 9	Material Requirements Planning (MRP)	
Feb. 16	Conference Week	Feb. 16: Family Day
Feb. 23	MRP, Scheduling Enterprise Resource Planning (ERP)	
Mar. 2	ERP, Project Management	Group presentations
Mar. 9	Process Design	MAR. 11: TEST 2
Mar. 16	Just-In-Time Systems	Group presentations
Mar. 23	Quality	Group presentations
Mar. 30	Statistical Process Control	Group presentations
Apr. 6	Total Quality Management	Group presentations