

MOS 3330a: Operations Management

Intercession 2010

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

Instructor
Kevin Thompson, MBA SSC 2231 519-661-2111 ext. 85040 kthomp65@uwo.ca
Lecture Time & Location
Section 1 Tu 11:00-2pm TBD UCC (University Community Centre) Room 58 (BOTH) Th 11:00-2pm TBD
Regular Office Hours
Tu. 2pm-3pm Th. 2pm-3pm By appointment

Course Coordinator: Rick Burjaw SSC 2006, #87273, rburjaw@uwo.ca

- 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. It is the responsibility of the student to familiarize themselves with all requirements.

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%	See below: in normal classroom and is 2 hours in length
Test 2*	25%	See below: in normal classroom and is 2 hours in length
Final exam*	35%	To be announced by the Registrar's Office
Group presentation	10%	Groups will be assigned by instructor by end of week 2. <ul style="list-style-type: none">• 4-5 people per group• 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. A score of zero(0) for participation may result in a score of zero (0) for the presentation as well.

Weekly Schedule (guideline only; subject to change):

Class Date	Lecture Topic (guideline only; subject to change)	Event
May 11 th	Course Information & Intro to Operations	Groups Assigned/Formed for Project
May 13 th	Supply Chain Management	
May 18 th .	Inventory Management	
May 20 th .	Forecasting	
May 25 th	Aggregate Planning	Friday May 28th. Test 1
May 27 th .	Material Requirements Planning (MRP)	
June 1 st .	Enterprise Resource Planning (ERP) & Scheduling	
June 3 rd	Enterprise Resource Management (ERP) and Project Mgmt	Group Presentations Friday, June 4th. Test 2
June 8 th	Process Design and Quality	Group Presentations
June 10 th	Just in Time (JIT)	Group Presentations
June 15 th	Statistical process Control (SPC)	Group Presentations
June 17 th .	Total Quality Management.(TQM)	

Final Exam Tentative and subject to Registrar confirmation.