

# MOS 3330a: Operations Management

## Intersession 2011

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   |
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| <b>Kevin Thompson, MBA</b><br><br>SSC 2231<br>519-661-2111<br>ext. 85040<br><a href="mailto:kthomp65@uwo.ca">kthomp65@uwo.ca</a> |
| Lecture Time & Location  |
| <b>Section 1</b><br>Tu11:00-2pm<br>Th11:00-2pm<br><a href="#">SSC 3026</a>   |
| Regular Office Hours   |
| Tu. 10am-11am<br>Th. 10am-11am<br>By appointment via email request or in person request  |

**Course Coordinator:** Rick Burjaw SSC 2206, #87273, [rburjaw@uwo.ca](mailto:rburjaw@uwo.ca)

- Pre-requisite:**
- BUS 2257
- 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, 3<sup>rd</sup> 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.

[www.uwo.ca/univsec/handbook/appeals/scholastic\\_discipline\\_undergrad.pdf](http://www.uwo.ca/univsec/handbook/appeals/scholastic_discipline_undergrad.pdf)

**Grading Scheme:**

|                              |     |  |
|------------------------------|-----|--|
| Test 1*                      | 25% | <b>See below: Location TBA and is 2 hours in length</b>  |
| Test 2*                      | 25% | <b>See below: Location TBA and is 2 hours in length</b>  |
| Final exam*                  | 35% | Will be scheduled by the Registrar's office on June 27/28 at 9am, 2pm or 7pm.  |
| Group presentation**         | 10% | <b>Groups will be assigned by instructor by end of week 2.</b><br>• 4-5 people per group<br>• 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 low individual score for peer evaluations may result in an adjusted score or zero (0) for the presentation as well and is at the discretion of the instructor.

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

| Class Date              | Lecture Topic<br>(guideline only; subject to change)  | Event  |
|-------------------------|---|--|
| May 17 <sup>th</sup>    | Course Information & Intro to Operations              | Groups Assigned/Formed for Project                                   |
| May 19 <sup>th</sup>    | Supply Chain Management                               |  |
| May 24 <sup>th</sup> .  | Inventory Management                                  |  |
| May 26 <sup>th</sup> .  | Forecasting   |  |
| May 31 <sup>st</sup>    | Aggregate Planning                                    | <b>Friday June 3rd Test 1 9:30am*</b>                                |
| June 2 <sup>nd</sup>    | Material Requirements Planning (MRP)                  |  |
| June 7.                 | Enterprise Resource Planning (ERP) & Scheduling       |  |
| June 9 <sup>th</sup>    | Enterprise Resource Management (ERP) and Project Mgmt | Group Presentations<br><b>Monday 13<sup>th</sup>. Test 2 9:30am*</b> |
| June 14 <sup>th</sup>   | Process Design and Quality                            | Group Presentations  |
| June 16 <sup>th</sup>   | Just in Time (JIT)                                    | Group Presentations  |
| June 21 <sup>st</sup>   | Statistical process Control (SPC)                     | Group Presentations  |
| June 23 <sup>rd</sup> . | Total Quality Management.(TQM)                        |  |

\*rooms will be confirmed 1 week prior.