

## OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

Note: The University reserves the right to amend course outlines as needed without notice.

<b>Course Code and Number:</b> BUS 350		<b>Number of Credits:</b> 3 <a href="#">Course credit policy (105)</a>																	
<b>Course Full Title:</b> Operations Management																			
<b>Course Short Title (if title exceeds 30 characters):</b>																			
<b>Faculty:</b> Faculty of Professional Studies		<b>Department (or program if no department):</b> School of Business																	
<b>Calendar Description:</b> An organization's success depends on how efficiently and effectively it executes business operations. This requires an understanding of the processes used to produce and deliver goods and/or services to customers. This course will provide students with the management tools needed to analyze and continuously improve business operations.																			
<b>Prerequisites (or NONE):</b>		STAT 106, one of (MATH 111 or MATH 141), and 45 university-level credits.																	
<b>Corequisites (if applicable, or NONE):</b>		None																	
<b>Pre/corequisites (if applicable, or NONE):</b>		None																	
<b>Equivalent Courses (cannot be taken for additional credit)</b> Former course code/number: Cross-listed with: Equivalent course(s): <i>Note: Equivalent course(s) should be included in the calendar description by way of a note that students with credit for the equivalent course(s) cannot take this course for further credit.</i>		<b>Transfer Credit</b> Transfer credit already exists: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Transfer credit requested (OReg to submit to BCCAT): <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if yes, fill in transfer credit form) Resubmit revised outline for articulation: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No To find out how this course transfers, see <a href="http://bctransferguide.ca">bctransferguide.ca</a> .																	
<b>Total Hours: 45</b> <b>Typical structure of instructional hours:</b> <table border="1"> <tr> <td>Lecture hours</td> <td>45</td> </tr> <tr> <td>Seminars/tutorials/workshops</td> <td></td> </tr> <tr> <td>Laboratory hours</td> <td></td> </tr> <tr> <td>Field experience hours</td> <td></td> </tr> <tr> <td>Experiential (practicum, internship, etc.)</td> <td></td> </tr> <tr> <td>Online learning activities</td> <td></td> </tr> <tr> <td>Other contact hours:</td> <td></td> </tr> <tr> <td><b>Total</b></td> <td><b>45</b></td> </tr> </table>		Lecture hours	45	Seminars/tutorials/workshops		Laboratory hours		Field experience hours		Experiential (practicum, internship, etc.)		Online learning activities		Other contact hours:		<b>Total</b>	<b>45</b>	<b>Special Topics</b> Will the course be offered with different topics? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, different lettered courses may be taken for credit: <input type="checkbox"/> No <input type="checkbox"/> Yes, repeat(s) <input type="checkbox"/> Yes, no limit <i>Note: The specific topic will be recorded when offered.</i>	
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Other contact hours:																			
<b>Total</b>	<b>45</b>																		
		<b>Maximum enrolment (for information only):</b> 25 <b>Expected frequency of course offerings (every semester, annually, every other year, etc.):</b> Annually																	
<b>Department / Program Head or Director:</b> Dr. Frank Ulbrich		<b>Date approved:</b> March 2017																	
<b>Faculty Council approval</b>		<b>Date approved:</b> April 7, 2017																	
<b>Campus-Wide Consultation (CWC)</b>		<b>Date of posting:</b> May 12, 2017																	
<b>Dean/Associate VP:</b> Dr. Tracy Ryder Glass		<b>Date approved:</b> April 7, 2017																	
<b>Undergraduate Education Committee (UEC) approval</b>		<b>Date of meeting:</b> May 19, 2017																	

**Learning Outcomes**

Upon successful completion of this course, students will be able to:

- LO 1. Define operations management;
- LO 2. Conduct demand forecasting using qualitative and quantitative methods;
- LO 3. Improve the efficiency of a process through process mapping, bottleneck analysis, and inventory build-up diagrams;
- LO 4. Assess the impact of variability on business processes using queuing theory;
- LO 5. Apply the philosophy of lean management to processes;
- LO 6. Optimize the inventory management of an organization through various models including Economic Order Quantity (EOQ), and Newsvendor;
- LO 7. Analyze the causes, consequences, and remedies of bullwhip effect in supply chain coordination.

**Prior Learning Assessment and Recognition (PLAR)**

☒ Yes ☐ No, PLAR cannot be awarded for this course because

**Typical Instructional Methods (guest lecturers, presentations, online instruction, field trips, etc.; may vary at department's discretion)**

Lectures, case studies, and in-class games.

**Grading system:** Letter Grades: ☒ Credit/No Credit: ☐ Labs to be scheduled independent of lecture hours: Yes ☐ No ☒

**NOTE: The following sections may vary by instructor. Please see course syllabus available from the instructor.**

**Typical Text(s) and Resource Materials (if more space is required, download Supplemental Texts and Resource Materials form)**

Author (surname, initials)	Title (article, book, journal, etc.)	Current ed.	Publisher	Year
1. Jacob, F., & Chase, R.	Operations and Supply Chain Management	<input checked="" type="checkbox"/>	McGraw-Hill	
2.	Case studies package	<input checked="" type="checkbox"/>	Ivey Publishing/ Harvard Business Publishing	

**Required Additional Supplies and Materials (software, hardware, tools, specialized clothing, etc.)**

A calculator approved by the UFV School of Business. (See the UFV School of Business student handbook for approved calculators).

**Typical Evaluation Methods and Weighting**

Final exam:	40%	Assignments:	10%	Midterm exam:	40%	Practicum:	-
Quizzes/tests:	-	Lab work:	-	Field experience:	-	Shop work:	-
Class participation:	10%	Other:	-	Other:	-	Total:	100%

**Details (if necessary):****Typical Course Content and Topics**

Module One: Introduction to operations management (LO 1)

Module Two: Demand forecasting (LO 2)

Module Three: Business process analysis (LO 3)

- Case studies
- Process analysis (1): Capacity rate
- Process analysis (2): Inventory build-up
- Shouldice hospital case (Assignment 2)
- Process analysis (3): Little's law
- Variability in process, OM triangle
- Assignment 1 (LO 2, 3)

Module Four: Queuing theory (LO 4)

- Assignment 2 (LO 4)

Midterm exam (LO 1–4)

Module Five: Quality in process: Case study (LO 5)

- Assignment 3 (LO 5)

Module Six: Inventory management (LO 6)

- Inventory EOQ model
- Inventory newsvendor model
- Inventory RQ model
- Case study: Assignment 4 (LO 4)

Module Seven: Supply chain coordination (LO 7)

- In-class simulation activity
- Bullwhip effect

Final exam (LO 5–7)

Class participation (LO 1–7)