

OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

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

Course Code and Number: BUS 350		Number of Credits: 3 Course credit policy (105)															
Course Full Title: Operations Management Course Short Title: Operations Management																	
Faculty: Faculty of Business and Computing		Department (or program if no department): School of Business															
Calendar Description: An organization's success depends on how effectively it plans, designs, and manages its operations. This course introduces the analytical and managerial tools used to support operational decision-making in manufacturing and service organizations. Topics include operations strategy, demand forecasting, capacity planning, inventory management, quality management, and supply chain coordination. Emphasis is placed on quantitative models and managerial frameworks used to support operational planning and improve organizational performance.																	
Prerequisites (or NONE):		45 university-level credits including STAT 104 or STAT 106															
Corequisites (if applicable, or NONE):		None.															
Pre/corequisites (if applicable, or NONE):		None.															
Antirequisite Courses (<i>Cannot be taken for additional credit.</i>) Former course code/number: Cross-listed with: Equivalent course(s): <i>(If offered in the previous five years, antirequisite course(s) will be included in the calendar description as a note that students with credit for the antirequisite course(s) cannot take this course for further credit.)</i>		Course Details Special Topics course: No <i>(If yes, the course will be offered under different letter designations representing different topics.)</i> Directed Study course: No <i>(See policy 207 for more information.)</i> Grading System: Letter grades Delivery Mode: May be offered in multiple delivery modes Expected frequency: Annually Maximum enrolment (for information only): 25															
Typical Structure of Instructional Hours <table border="1"> <tr> <td>Lecture/seminar</td> <td>45</td> </tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr> <td>Total hours</td> <td>45</td> </tr> </table>		Lecture/seminar	45											Total hours	45	Prior Learning Assessment and Recognition (PLAR) PLAR is available for this course.	
Lecture/seminar	45																
Total hours	45																
Scheduled Laboratory Hours Labs to be scheduled independent of lecture hours: ☒ No ☐ Yes		Transfer Credit (See bctransferguide.ca.) Transfer credit already exists: Yes Submit outline for (re)articulation: Yes <i>(If yes, fill in transfer credit form.)</i>															
Department approval		Date of meeting: May 15, 2026															
Faculty Council approval		Date of meeting: June 5, 2026															
Undergraduate Education Committee (UEC) approval		Date of meeting: October 2, 2026															

Learning Outcomes

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

- LO 1. Explain the strategic role of operations management and its contribution to organizational performance.
- LO 2. Apply qualitative and quantitative forecasting methods to support operational planning decisions.
- LO 3. Justify capacity and operational planning decisions using analytical tools.
- LO 4. Implement quality management and data-driven methods to improve operational performance.
- LO 5. Analyze inventory management decisions using quantitative models.
- LO 6. Evaluate supply chain coordination challenges and propose strategies to improve system performance.
- LO 7. Assess operational decisions in relation to Indigenous perspectives such as community relationships, long-term sustainability, and responsible resource use.

Recommended Evaluation Methods and Weighting *(Evaluation should align to learning outcomes.)*

Final exam:	40%	Assignments:	30%	Quizzes/tests/midterm	30%

Details: Students will complete four assignments that apply operations management concepts and analytical tools to operational planning, forecasting, capacity, quality, and inventory decisions. Student learning will also be assessed through one midterm exam and one comprehensive final exam covering key concepts from across the course.

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

Typical Instructional Methods *(Guest lecturers, presentations, online instruction, field trips, etc.)*

Lectures, case studies, and in-class games.

Texts and Resource Materials *(Include online resources and Indigenous knowledge sources. [Open Educational Resources](#) (OER) should be included whenever possible. If more space is required, use the [Supplemental Texts and Resource Materials form](#).)*

Type	Author or description	Title and publication/access details	Year
1. Textbook	Jacob, F., & Chase, R.	Operations and Supply Chain Management, McGraw-Hill	Current
2. Other	Case studies package	Ivey Publishing/ Harvard Business Publishing	
3.			
4.			
5.			

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).

Course Content and Topics

Module 1: Introduction to operations management and operations strategy (LO 1)

- Role of operations in organizations
- Operations strategy and competitive priorities (cost, quality, flexibility, delivery)
- Operations performance objectives
- Relationship between operations, supply chains, and organizational strategy

Module 2: Demand forecasting (LO 2)

- Role of forecasting in operations planning
- Qualitative forecasting methods
- Time series forecasting methods
- Forecast accuracy and error analysis
- Managerial use of forecasts in operational decision making

Assignment 1 (LO 1, LO 2)

Module 2: Capacity planning and operational decision making (LO 3)

- Capacity concepts and utilization
- Capacity planning and expansion strategies
- Capacity constraints and operational trade-offs
- Linking demand forecasts to capacity decisions

Module 4: Quality analytics and statistical process control (LO 4)

- Cost of quality and trade-offs between quality, cost, and operational performance

- Role of data in quality management and introduction to statistical quality control (SQC)
- Process variation (common vs. special causes) and use of control charts ($\bar{X}$, R, p-charts)
- Process capability analysis (C_p , C_{pk}) and interpretation relative to specifications
- Application of statistical tools and acceptance sampling to support process improvement decisions

Assignment 2 (LO 3, LO 4)

Midterm (LO 1-4)

Module 5: Inventory management (LO 5)

- Role of inventory in operations systems
- Economic Order Quantity (EOQ) model
- Reorder point systems and safety stock
- Inventory trade-offs and service level considerations

Assignment 3: Beer game simulation game (LO 1-4)

Module 6: Operational planning and integration (LO 3, LO 5)

- Aggregate planning concepts
- Operational trade-offs between capacity, inventory, and demand

Assignment 4 (LO 3, LO 5)

Module 7: Supply chain coordination and responsible operations (LO 6, LO 7)

- Supply chain coordination challenges
- Bullwhip effect
- Information sharing and coordination mechanisms
- Operational decisions and long-term sustainability
- Community relationships and responsible resource use in supply chains

Final exam (LO 1-7)