

MOS 330a: Operations Management

Fall 2007

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				
May Tajima (course coordinator) SSC 2208 519-661-2111 ext. 87619 mtajima@uwo.ca		Rick Burjaw SSC 2206 519-661-2111 ext. 87273 rburjaw@uwo.ca		
Lecture Time & Location				
Section 2 M11:30-1:30 SSC 3006 W11:30-12:30 SSC 3006	Section 3 M2:30-4:30 TH 3102 W2:30-3:30 TH 3102	Section 4 Tu10:30-11:30 SSC 3116 Th9:30-11:30 SSC 3116	Section 1 W9:30-10:30 SSC 3102 F9:30-11:30 SSC 3102	Section 5 W1:30-2:30 TH 3102 F11:30-1:30 SSC 3116
Regular Office Hours				
Wed 10:00-11:00 & 4:00-5:00 Tue & Thu 11:30-1:00		Mon 9:30-10:30 Wed 10:30-12:30 & 3:30-4:30 Fri 8:30-9:30		

- 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, customized version of Reid & Sanders, 3rd edition
- 2 copies are available on The D.B. Weldon Library 2-hour course reserve -- reference number **HD31.R442 2007**

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., October 10, 5:30-7:30pm (TC 348/348A/348B)
Test 2*	25%	Wed., November 7, 5:30-7:30pm (TC 348/348A/348B)
Final exam*	35%	To be announced by the Registrar's Office
Group presentation	10%	Form your group by Friday, September 28 <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:

Week Beginning	Lecture Topic (guideline only; subject to change)	Event
Sep 10 (include Sep6&7)	Course information Introduction to Operations Management	
Sep 17	Supply Chain Management	
Sep 24	Inventory Management	
Oct 1	Forecasting	
Oct 8	Aggregate Planning	Oct 8: Thanksgiving OCT 10: TEST 1
Oct 15	Material Requirements Planning (MRP)	
Oct 22	Scheduling Enterprise Resource Planning (ERP)	
Oct 29	Project Management Group presentations	
Nov 5	Process Design	NOV 7: TEST 2
Nov 12	Just-In-Time Systems Group presentations	
Nov 19	Quality Group presentations	
Nov 26	Statistical Process Control Group presentations	
Dec 3-5	Total Quality Management Group presentations	