

# MOS 3330a: Operations Management

## Fall 2008

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				
<b>Rick Burjaw</b> (course coordinator) SSC 2206 519-661-2111 ext. 87273 rburjaw@uwo.ca			<b>Guoren Zhang</b>  SSC 2233 519-661-2111 ext. 82298 gzhang@ivey.uwo.ca	
Lecture Time & Location				
<b>Section 1</b> W9:30-10:30 TH 3101  F9:30-11:30 TH 3101	<b>Section 2</b> M11:30-1:30 SSC 3014  W11:30-12:30 SSC 3014	<b>Section 3</b> M2:30-4:30 SSC 3108  W2:30-3:30 SSC 3108	<b>Section 5</b> W1:30-2:30 TC 304  F11:30-1:30 SSC 3116	<b>Section 4</b> Tu10:30-11:30 TC 343  Th9:30-11:30 TC 343
Regular Office Hours				
Mon: 9:30 -11:30 Wed.: 10:30-11:30 and 3:30 -4:30 All other times by appointment only			Tue. :11:30-12:30 Thur. : 11:30-12:30 All other times by appointment only	

- 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, 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

**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/schloff.pdf](http://www.uwo.ca./univsec/handbook/appeals/schloff.pdf)

**Grading Scheme:**

Test 1*	25%	<b>Wed., October 8, 6:30-8:30pm (NS 1 &amp; SSC 2024)</b>
Test 2*	25%	<b>Wed., November 5, 6:30-8:30pm (NS 1 &amp; SSC 2024)</b>
Final exam*	35%	To be announced by the Registrar's Office
Group presentation	10%	<b>Form your group by Friday, September 26</b> <ul style="list-style-type: none"><li>• 4-5 people per group, from the same section</li><li>• See the course web site for more information</li></ul>
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:**

<b>Week Beginning</b>	<b>Lecture Topic (guideline only; subject to change)</b>	<b>Event</b>
Sep. 8 (include Sep4&5)	Course information Introduction to Operations Management	
Sep. 15	Supply Chain Management	
Sep. 22	Inventory Management	
Sep. 29	Forecasting	
Oct. 6	Aggregate Planning	Oct. 6: Thanksgiving <b>OCT. 8: TEST 1</b>
Oct. 13	Material Requirements Planning (MRP)	
Oct. 20	MRP, Scheduling Enterprise Resource Planning (ERP)	
Oct. 27	ERP, Project Management	Group presentations
Nov. 3	Process Design	<b>NOV. 5: TEST 2</b>
Nov. 10	Just-In-Time Systems	Group presentations
Nov. 17	Quality	Group presentations
Nov. 24	Statistical Process Control	Group presentations
Dec. 1	Total Quality Management	Group presentations