BUS 296, Operations Management

3 credits, 3 hours lecture

Course Description

Students will learn about several theories and concepts in Operations and Supply Chain Management (OSCM) such as demand forecasting, capacity management, planning, inventory management, lean manufacturing, procurement, and distribution. Students will gain a clearer understanding of how these concepts are applied to a variety of product and service offerings. Students will leverage OSCM knowledge to analyze existing businesses with a focus on the Canadian economy.

Pre and Co-requisites

BUS 110 and BUS 191 (BUS 111 highly recommended)

Course Learning Outcomes (CLOs)

Upon successful completion of the course, the student shall be able to:

CLO1 Analyze the strategic role encompassed in product, process, and service design in an organization's ability to achieve its goals.

a. Evaluate the role played by design in the areas of customer satisfaction, product, and service quality as well as production costs.
b. Differentiate between product design and service design and describe the design process.
c. Identify the process choices.

CLO2 Appraise capacity planning, facility location and layout, job design, and operations technology.

a. Explain the main types of facilities layouts.
b. Analyze why location decisions are important.
c. Prioritize the criteria that guide decision makers in location decisions.
d. Explain the importance of work design, behavioral approaches to job design, and learning curves.

CLO3 Analyze an operation from a total quality management perspective.

a. Recognize the different perceptions and definitions of quality.
b. Define “total quality management” and describe the major components of quality management programs.
c. Appraise the four classifications of “costs of quality” and describe the effect that each has on the other.
d. Identify key dimensions and measures of quality.

CLO4 Predict, plan, implement, control, and guide the operations management system.

a. Identify prediction and forecasting techniques and their advantages and disadvantages.
b. Describe alternative project planning tools.
c. Define the meaning and scope of aggregate planning.
d. Analyze the objectives of the purchasing and materials management functions.
e. Describe the nature and importance of inventories.
f. Evaluate the benefits of “just-in-time” (JIT) production system.
g. Analyze what is involved in good scheduling.

Evaluation

Assessment Type	Percentage
Quizzes/Tests	35%
Simulations	15%
Term Project	20%
Final Exam	30%
Total	**100%**

Course Completion Requirements

Minimum passing mark of 50% or D is required.

Grading Scale

4.0 Grade Scale	Alpha Grade	Percentage Grade
4.0	A+	> 93.9
4.0	A	87-93.9
3.7	A-	80-86.9
3.3	B+	77-79.9
3.0	B	74-76.9
2.7	B-	70-73.9
2.3	C+	67-69.9
2.0	C	64-66.9
1.7	C-	60-63.9
1.3	D+	57-59.9
1.0	*D	50-56.9
0.0	F	< 50

Land Acknowledgement

We respectfully acknowledge that Keyano College is on Treaty No. 8 Territory, the ancestral and traditional territory of the Cree, Dene, and Métis people.

Review Date: March 4, 2024

Every effort has been made to ensure that information in this course outline is accurate at the time of publication. Keyano College reserves the right to change courses if it becomes necessary so that course content remains relevant. In such cases, the instructor will give the students clear and timely notice of the changes.