



A: Division: **Instructional** Date: **June 2000**  
 B: Department/ **Commerce & Business Admin.** New Course  Revision   
 Program Area: **Business Management**  
 If Revision, Section(s) Revised: **P**  
 Date Last Revised: **January 1998**

C: **BUSN 380** D: **Operations Management** E: **3**

| Subject & Course No.  | Descriptive Title  | Semester Credits |
|---|--|------------------|
| <b>F: Calendar Description:</b> This course will provide students with a generalized approach to designing, operating, and improving the activities of service and manufacturing businesses. Students will compare theory with actual operating businesses, and develop solutions to real-world problems. Topics include: flowcharting, processes, quality, forecasting, capacity planning, layout and job design, inventory systems, scheduling, logistics, and process reengineering. |  |                  |
| <b>G: Allocation of Contact Hours to Types of Instruction/Learning Settings</b><br><br><b>Primary Methods of Instructional Delivery and/or Learning Settings:</b><br><br><b>Lectures and Seminars</b><br><br><b>Number of Contact Hours: (per week / semester for each descriptor)</b><br><br><b>Lecture = 3 Hours</b><br><b>Seminars = 1 Hour</b><br><b>Total = 4 hours</b><br><br><b>Number of Weeks per Semester:</b><br><br><b>15 Weeks X 4 Hours Per Week = 60 Hours</b>           | <b>H: Course Prerequisites:</b><br><br><b>BUSN 210 and BUSN 330 and CISY 110</b> |                  |
|   | <b>I. Course Corequisites:</b><br><br><b>nil</b>                                 |                  |
|   | <b>J. Course for which this Course is a Prerequisite:</b><br><br><b>nil</b>      |                  |
|   | <b>K. Maximum Class Size:</b><br><br><b>35</b>                                   |                  |
| <b>L: PLEASE INDICATE:</b><br><input type="checkbox"/> Non-Credit<br><input type="checkbox"/> College Credit Non-Transfer<br><input checked="" type="checkbox"/> College Credit Transfer: Requested <input checked="" type="checkbox"/> Granted <input type="checkbox"/><br>SEE BC TRANSFER GUIDE FOR TRANSFER DETAILS ( <a href="http://www.bccat.bc.ca">www.bccat.bc.ca</a> )   |  |                  |

**M: Course Objectives/Learning Outcomes**

The student will be able to:

1. describe and contrast service and manufacturing operations;
2. describe the information and materials flow in a business;
3. conduct a simple forecast and estimate capacity for a small business;
4. propose a facility location, design a layout, and design jobs for a small business;
5. plan and manage a simple project using basic Project Management tools;
6. describe and contrast several inventory systems;
7. describe the Logistics concept;
8. propose a materials management and purchasing system for a small business;
9. analyze the operations of a small business and propose improvements;
10. use a computer to solve problems.

**N: Course Content**

1. Information and Material Flow
  - using flowcharts to describe and analyze the flow of information, people, and materials within a business.
2. Product Design and Process Selection
  - nature of service and manufacturing, design of the system, process selection.
3. Total Quality Management
  - cost of quality, quality specification, W.E. Deming, continuous improvement, statistical quality control.
4. Forecasting and Capacity Planning
  - simple forecasting methods, time series analysis, volume versus capacity, economies of scale, experience curve.
5. Facility Location and Layout
  - issues, factor-rating, center-of-gravity, process / product / group technology / fixed position / retail / office layouts.
6. Job Design, Work Measurement, Learning Curves, Just-In-Time Systems
  - behavioural and physical considerations, methods, measurement, incentives, plotting learning curves, command-driven systems versus Just-In-Time.
7. Project Management
  - defining a project, organization, critical path method, Gantt charts.
8. Aggregate Planning and Inventory Systems
  - production planning, methods, independent versus dependent demand, ABC, Master Production Schedule, MRP, MRP 2 and ERP, Fixed-order-Quantity, Order Quantity, Lot-sizing.
9. Scheduling
  - job shop scheduling, priority, shop-floor control, personnel scheduling.
10. Logistics, Materials Management and Purchasing
  - integrated management, purchasing and sourcing, materials handling.
11. Business Process Reengineering

- 12. Problem-solving with Computers
  - improving a business.
  - use of spreadsheets and other software.

**O:** Methods of Instruction

Lecture and discussion, computer seminars and plant tours.

**P:** Textbooks and Materials to be Purchased by Students

W.J. Stevenson, Production/Operations Management, Latest Edition. Irwin McGraw-Hill Publishers.


**Q:** Means of Assessment

Assigned Work:

|                     |             |
|---------------------|-------------|
| Assignments (6)     | 12%         |
| Term Projects (3)   | 30%         |
| Computing Test      | 03%         |
| Class Participation | 05%         |
| Midterm Examination | 20%         |
| Final Examination   | <u>30%</u>  |
|                     | <u>100%</u> |

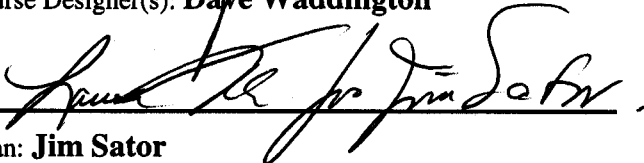
**R:** Prior Learning Assessment and Recognition: specify whether course is open for PLAR

No.

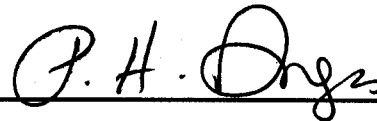


Course Designer(s): **Dave Waddington**

Education Council/Curriculum Committee Representative



Dean: **Jim Sator**



Registrar: **Trish Angus**