



EFFECTIVE: SEPTEMBER 2004 CURRICULUM GUIDELINES

A. Division: **Instruction** Effective Date: **September 2004**

B. Department / Program Area: **Commerce & Business Admin. Business Management** Revision New Course

If Revision, Section(s) Revised: **C, H**

Date of Previous Revision: **2002-09 H**

Date of Current Revision: **2004-09**

C: **BUSN 3380** D: **Operations Management** E: **3**

| Subject & Course No. | Descriptive Title | Semester Credits |
|---|---|------------------|
| F: Calendar Description: 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. | | |
| G: Allocation of Contact Hours to Type of Instruction / Learning Settings Primary Methods of Instructional Delivery and/or Learning Settings: Lectures and Seminars Number of Contact Hours: (per week / semester for each descriptor) Lecture: 3 Hours Seminar: 1 Hour Total: 4 Hours Number of Weeks per Semester: 15 Weeks X 4 Hours per Week = 60 Hours | H: Course Prerequisites: BUSN 1210 and BUSN 1330 and CISY 1110 and English 12 with a letter grade of "C" or better or equivalent | |
| | I: Course Corequisites: Nil | |
| | J: Course for which this Course is a Prerequisite Nil | |
| | K: Maximum Class Size: 35 | |
| L: PLEASE INDICATE: <input type="checkbox"/> Non-Credit <input type="checkbox"/> College Credit Non-Transfer <input checked="" type="checkbox"/> College Credit Transfer: SEE BC TRANSFER GUIDE FOR TRANSFER DETAILS (www.bccat.bc.ca) | | |

M: Course Objectives / Learning Outcomes

At the end of the course, the successful student should 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
 - . improving a business.
12. Problem-solving with Computers
 - . use of spreadsheets and other software.

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|---|-----------------|-----|-------------------|-----|----------------|-----|---------------------|-----|---------------------|-----|-------------------|------------|--|-------------|
| <p>O: Methods of Instruction</p> <p>Lecture and discussion, computer seminars and plant tours.</p> | | | | | | | | | | | | | | |
| <p>P: Textbooks and Materials to be Purchased by Students</p> <p>W.J. Stevenson, <u>Production/Operations Management</u>, Latest Edition. Irwin McGraw-Hill Publishers.</p> | | | | | | | | | | | | | | |
| <p>Q: Means of Assessment</p> <p>Assigned Work:</p> <table style="margin-left: 40px;"> <tr> <td>Assignments (6)</td> <td style="text-align: right;">12%</td> </tr> <tr> <td>Term Projects (3)</td> <td style="text-align: right;">30%</td> </tr> <tr> <td>Computing Test</td> <td style="text-align: right;">03%</td> </tr> <tr> <td>Class Participation</td> <td style="text-align: right;">05%</td> </tr> <tr> <td>Midterm Examination</td> <td style="text-align: right;">20%</td> </tr> <tr> <td>Final Examination</td> <td style="text-align: right;"><u>30%</u></td> </tr> <tr> <td></td> <td style="text-align: right;"><u>100%</u></td> </tr> </table> | Assignments (6) | 12% | Term Projects (3) | 30% | Computing Test | 03% | Class Participation | 05% | Midterm Examination | 20% | Final Examination | <u>30%</u> | | <u>100%</u> |
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| | <u>100%</u> | | | | | | | | | | | | | |
| <p>R: Prior Learning Assessment and Recognition: specify whether course is open for PLAR</p> <p>No</p> | | | | | | | | | | | | | | |

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

Education Council / Curriculum Committee Representative

Dean / Director: **Rosilyn G. Coulson**

Registrar: **Trish Angus**

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Date: September 2004: