



**EFFECTIVE: MAY 2005**  
**CURRICULUM GUIDELINES**

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

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

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

Date of Previous Revision: **September 2004**

Date of Current Revision: **November 2004**

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

Subject & Course No.	Descriptive Title	Semester Credits						
<p><b>F:</b> 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.</p>								
<p><b>G:</b> Allocation of Contact Hours to Type of Instruction / Learning Settings</p> <p>Primary Methods of Instructional Delivery and/or Learning Settings:</p> <p><b>Lectures and Seminars</b></p> <p>Number of Contact Hours: (per week / semester for each descriptor)</p> <p><b>Lecture: 3 Hours</b>  <b>Seminar: 1 Hour</b>  <b>Total: 4 Hours</b></p> <p>Number of Weeks per Semester:</p> <p><b>15 Weeks X 4 Hours per Week = 60 Hours</b></p>	<p><b>H:</b> Course Prerequisites:</p> <p><b>BUSN 1210 and (BUSN 1330 or FINC 1231) and CISY 1110 and English 12 with a letter grade of "C" or better or equivalent</b></p>							
	<p><b>I:</b> Course Corequisites:</p> <p><b>Nil</b></p>							
	<p><b>J:</b> Course for which this Course is a Prerequisite</p> <p><b>Nil</b></p>							
	<p><b>K:</b> Maximum Class Size:</p> <p><b>35</b></p>							
<p><b>L:</b> PLEASE INDICATE:</p> <table style="width: 100%;"> <tr> <td style="width: 50px;"><input type="checkbox"/></td> <td>Non-Credit</td> </tr> <tr> <td><input type="checkbox"/></td> <td>College Credit Non-Transfer</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>College Credit Transfer:</td> </tr> </table> <p>SEE BC TRANSFER GUIDE FOR TRANSFER DETAILS (<a href="http://www.bccat.bc.ca">www.bccat.bc.ca</a>)</p>			<input type="checkbox"/>	Non-Credit	<input type="checkbox"/>	College Credit Non-Transfer	<input checked="" type="checkbox"/>	College Credit Transfer:
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**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, centre-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.

<p><b>O:</b> Methods of Instruction</p> <p>Lecture and discussion, computer seminars and plant tours.</p>														
<p><b>P:</b> 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><b>Q:</b> 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><b>R:</b> 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 of Current Revision: November 2004:**