



COURSE OUTLINE: BCG205 - OPERATION MANAGEMENT

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Approved: Sherri Smith, Chair, Natural Environment, Business, Design and Culinary

Course Code: Title	BCG205: OPERATIONS MANAGEMENT
Program Number: Name	2035: BUSINESS
Department:	BUSINESS/ACCOUNTING PROGRAMS
Academic Year:	2023-2024
Course Description:	This course is designed to give students an understanding of the functions of business operations and to develop awareness related to managerial issues and current trends/challenges in managing operations. Students develop an understanding of the important factors and some of the analytical tools that can be used to improve productivity and customer services.
Total Credits:	4
Hours/Week:	4
Total Hours:	56
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Substitutes:	BUS252
Vocational Learning Outcomes (VLO's) addressed in this course:	2035 - BUSINESS VLO 10 Outline principles of supply chain management and operations management.
<small>Please refer to program web page for a complete listing of program outcomes where applicable.</small>	
Essential Employability Skills (EES) addressed in this course:	EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience. EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication. EES 3 Execute mathematical operations accurately. EES 4 Apply a systematic approach to solve problems. EES 5 Use a variety of thinking skills to anticipate and solve problems. EES 6 Locate, select, organize, and document information using appropriate technology and information systems. EES 10 Manage the use of time and other resources to complete projects.
Course Evaluation:	Passing Grade: 50%, D A minimum program GPA of 2.0 or higher where program specific standards exist is required



for graduation.

Books and Required Resources:

Operations Management 8th Edition, 2022 by Dan Reid and Nada Sanders
Publisher: John Wiley and Sons Edition: 8
ISBN: 9781119905561
WileyPLUS and print loose leaf text set ISBN: 9781119905578

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
Illustrate the importance of operations management and gain an understanding of operations management techniques.	1.1 Define operations management. 1.2 Describe the difference between manufacturing and service organizations. 1.3 Describe decisions that operations managers make. 1.4 Identify current trends in operations management. 1.5 Describe the flow of information between operations management and other business functions.
Course Outcome 2	Learning Objectives for Course Outcome 2
Discuss the role of operations strategy, its relationship to the business strategy, and ways in which the operations function can best support the business strategy. Also, gain an understanding of productivity, one measure of a company's competitiveness.	2.1 Explain the role of operations strategy in the organization. 2.2 Explain how a business strategy is developed. 2.3 Describe how an operations strategy is developed. 2.4 Explain the strategic role of technology. 2.5 Define productivity and identify productivity measures.
Course Outcome 3	Learning Objectives for Course Outcome 3
Explain product/service design and process selection and the strategic impact on the organization. Utilize tools to assist in the product design and selection process and understand the use of performance metrics.	3.1 Define product design and explain its strategic impact on the organization. 3.2 Describe steps used to develop a product. 3.3 Use break-even analysis as a tool in deciding between alternative products. 3.4 Utilize a process flowchart. 3.5 Understand how operations managers use process performance metrics. 3.6 Understand current technology advancements and how they impact process and product design. 3.7 Discuss issues of designing service operations.
Course Outcome 4	Learning Objectives for Course Outcome 4
Describe the role of supply chain management, logistics and inventory strategies to support operations.	4.1 Describe basic supply chains and supply chain management. 4.2 Explain issues affecting supply chain management. 4.3 Explain the role of Purchasing. 4.4 Illustrate how sourcing decisions are made. 4.5 Describe the role of warehousing. 4.6 Describe how supply chain management is implemented.
Course Outcome 5	Learning Objectives for Course Outcome 5
Improve the efficiency of an	5.1 Explain the core beliefs of the just-in-time (JIT) philosophy.



	organization by applying the principles of lean and / or just-in-time manufacturing.	5.2 Explain the key elements and benefits of JIT manufacturing. 5.3 Explain the elements of total quality management (TQM) and their role in JIT. 5.4 Describe JIT and Lean systems within Operations Management and gain an understanding of how it all fits together.
	Course Outcome 6	Learning Objectives for Course Outcome 6
	Differentiate and evaluate forecasting and methods within a corporate model.	6.1 Identify the principles of forecasting and determine why it's important. 6.2 Identify types of forecasting methods and their characteristics. 6.3 Explain the factors that should be considered when selecting a forecasting model. 6.4 Determine forecast accuracy.
	Course Outcome 7	Learning Objectives for Course Outcome 7
	Explain why strategic capacity planning and facility location are important for the success of any business and understand the various tools used in each.	7.1 Define Capacity planning. 7.2 Explain steps involved in capacity planning and location analysis. 7.3 Explain the usefulness of decision trees in decision making. 7.4 Describe the decision support tools used in location analysis.
	Course Outcome 8	Learning Objectives for Course Outcome 8
	Understand the basic concepts and theories of Total Quality Management and appreciate the importance of cost of quality.	8.1 Explain the meaning of Total Quality Management (TQM). 8.2 Identify costs of quality. 8.3 Describe quality awards and certifications. 8.4 Understand why and how TQM efforts fail.

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignments/Cases/Simulations/Projects	60%
Test 1	20%
Test 2	20%

Date:

June 22, 2023

Addendum:

Please refer to the course outline addendum on the Learning Management System for further information.

