



## COURSE OUTLINE: BCG205 - OPERATION MANAGEMENT

Prepared: John Cavaliere

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

<b>Course Code: Title</b>	BCG205: OPERATIONS MANAGEMENT
<b>Program Number: Name</b>	2035: BUSINESS
<b>Department:</b>	BUSINESS/ACCOUNTING PROGRAMS
<b>Semesters/Terms:</b>	19F
<b>Course Description:</b>	In this course, students will examine issues concerned with the conversion of inputs into goods and services by business and industry. Students will gain insights into how goods and services are provided and will learn how to solve some of the problems that are involved in the field of operations management.
<b>Total Credits:</b>	4
<b>Hours/Week:</b>	4
<b>Total Hours:</b>	60
<b>Prerequisites:</b>	There are no pre-requisites for this course.
<b>Corequisites:</b>	There are no co-requisites for this course.
<b>Substitutes:</b>	BUS252
<b>Vocational Learning Outcomes (VLO's) addressed in this course:</b>	<b>2035 - BUSINESS</b> 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>	
<b>Essential Employability Skills (EES) addressed in this course:</b>	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.
<b>Course Evaluation:</b>	Passing Grade: 50%, D
<b>Other Course Evaluation &amp; Assessment Requirements:</b>	Students are expected to be present to write all tests in class. If a student is unable to write a test due to illness or a legitimate emergency, that student must contact the professor prior to class and provide reasoning, which is acceptable to the professor. Should the student fail to contact the professor, the student shall receive a grade of zero on the test.  Once the test has commenced, the student is considered absent and will not be given the privilege of writing the test.  Students caught cheating during a test will receive an automatic zero. Please refer to the College Academic Dishonesty Policy for further information.



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- In order to qualify to write a missed test, the student shall have:
- attended at least 80% of the classes.
  - provided the professor an acceptable explanation for his/her absence.
  - been granted permission by the professor.

NOTE: The missed test that has met the criteria above will be an end-of-semester test.

Labs and Assignments are due on the due-date indicated by the Professor. Notice by the professor will be written on the lab or verbally announced in the class and / or both. No late labs will be accepted beyond the due date. Once labs / assignments have been marked by the professor and returned to the student, no new labs / assignments will be accepted. It is the responsibility of the student who has missed a class to contact the professor immediately to obtain the lab / assignment. Students are responsible for doing their own work. Labs / assignments that are handed in and are deemed identical in content and personal wording to others may constitute academic dishonesty and result in a zero grade.

The total overall average of test scores combined must be 50% or higher in order to qualify to pass this course. In addition, combined tests, Labs / Assignments total grade must be 50% or higher.

**Books and Required Resources:**

OM6 by Collier/Evans  
 Publisher: Nelson Edition: 6  
 ISBN: 9781305664791

**Course Outcomes and Learning Objectives:**

<b>Course Outcome 1</b>	<b>Learning Objectives for Course Outcome 1</b>
1. Illustrate the importance of operations management in the context of an organization's strategic plan.	1.1 Explain the importance of operations management to an organization and the kinds of decisions it encompasses. 1.2 Discuss recent trends that are affecting the way goods and services are being produced. 1.3 Identify and describe the different types of manufacturing process designs. 1.4 Discuss the similarities and differences between products and services. 1.5 Identify and describe the basic types of service operations.
<b>Course Outcome 2</b>	<b>Learning Objectives for Course Outcome 2</b>
2. Assess the role of supply chain management, logistics, and inventory strategies to support operational requirements.	2.1 Compare and contrast the supply chains of goods producing and service providing supply chains. 2.2 Describe the process of designing efficient and responsive supply chains. 2.3 Explain the differences between a push and pull supply chain system. 2.4 Identify the push-pull boundary in common goods and/or service providing supply chains. 2.5 Evaluate the impact of inventory costs on management decisions. 2.6 Calculate and evaluate the costs of inventory under a fixed-quantity inventory system, and a fixed-period inventory system. 2.7 Calculate inventory costs using the Economic Order Quantity [EOQ] and make recommendations based on inventory holding costs, carrying costs, lead time, and demand.
<b>Course Outcome 3</b>	<b>Learning Objectives for Course Outcome 3</b>



	3. Determine the layout for goods and service producers to maximize efficiency and support organizational goals.	3.1 Explain the importance of facility layout. 3.2 Identify and describe different types of facility layouts. 3.3 Determine and maximize efficiencies in product layouts using Assembly-Line Balancing [ALB] calculations and workstation design. 3.4 Discuss the importance of design and ongoing maintenance of the physical plant, facilities, and equipment.						
	<b>Course Outcome 4</b>	<b>Learning Objectives for Course Outcome 4</b>						
	4. Assess the impact of product/service design processes and benchmarking on productivity to support the organization's goals.	4.1 Identify and explain the principal types of processes used to produce goods and services and the types of products best suited to each. 4.2 Explain the different work levels [task, activity, process, value chain] that contribute to the process and identify the relationship between each. 4.3 Prepare processes to facilitate goods producing and service producing businesses to operate efficiently. 4.4 Evaluate process design with respect to costs and resource utilization and make recommendations for improvement. 4.5 Calculate and evaluate productivity of various functions of the supply chain. 4.6 Discuss the importance of identifying 'best practices' and using company and industry protocols for benchmarking.						
	<b>Course Outcome 5</b>	<b>Learning Objectives for Course Outcome 5</b>						
	5. Assess strategies for the scheduling of production and staff which support the most productive operations of a facility.	5.1 Evaluate and apply various approaches to scheduling. 5.2 Use scheduling tools to create a work schedule for employees. 5.3 Discuss various performance criteria used in the sequencing of activities. 5.4 Assess various sequencing rules [Earliest Due Date, First Come First Served, Shortest Processing Time] in order to create the most effective process to meet service goals.						
	<b>Course Outcome 6</b>	<b>Learning Objectives for Course Outcome 6</b>						
6. Assess the impact of quality control and quality assurance systems and programs to support the organization's goals.	6.1 Outline the components of Total Quality Management [TQM] programs that have been adopted by business and industry. 6.2 Explain the nature of ISO 9000 standards. 6.3 Evaluate tools used in quality control systems.							
<b>Evaluation Process and Grading System:</b>	<table border="1"> <thead> <tr> <th>Evaluation Type</th> <th>Evaluation Weight</th> </tr> </thead> <tbody> <tr> <td>Assignments</td> <td>40%</td> </tr> <tr> <td>Tests / Quizzes</td> <td>60%</td> </tr> </tbody> </table>		Evaluation Type	Evaluation Weight	Assignments	40%	Tests / Quizzes	60%
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<b>Date:</b>	June 17, 2019							
<b>Addendum:</b>	Please refer to the course outline addendum on the Learning Management System for further information.							