



COURSE OUTLINE: BCG205 - OPERATION MANAGEMENT

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Approved: Bob Chapman - Dean

Course Code: Title	BCG205: OPERATIONS MANAGEMENT
Program Number: Name	2035: BUSINESS 2050: BUSINESS -ACCOUNTING
Department:	BUSINESS/ACCOUNTING PROGRAMS
Academic Year:	2025-2026
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:	<p>2035 - BUSINESS</p> <p>VLO 2 Apply principles of corporate sustainability, corporate social responsibility and ethics to support an organization's business initiatives.</p> <p>VLO 3 Use current concepts/systems and technologies to support an organization's business initiatives.</p> <p>VLO 8 Use accounting and financial principles to support the operations of an organization.</p> <p>VLO 10 Outline principles of supply chain management and operations management.</p> <p>2050 - BUSINESS -ACCOUNTING</p> <p>VLO 3 Contribute to recurring decision-making by applying fundamental management accounting concepts.</p> <p>VLO 5 Analyze organizational structures, the interdependence of functional areas, and the impact those relationships can have on financial performance.</p> <p>VLO 8 Contribute to recurring decision-making by applying fundamental financial management concepts.</p>
Essential Employability Skills (EES) addressed in this course:	<p>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.</p> <p>EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective</p>



- 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:

Fundamentals of Operations Management 2024 by Azim Abbas and Seyed Goosheh
 Publisher: OER Design Studio, Fanshawe College, Edition: 1st Edition
 ISBN: n/a
 Professor to provide access information

Praxar Management Simulation
 Publisher: Praxar
 Link to simulation will be provided by the Professor

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 and its core functions within a business. 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
Analyze how businesses develop competitive advantage through strategic operations management decisions that balance cost, quality, speed, and flexibility priorities while leveraging core competencies across corporate, business, and functional levels.	2.1 Explain the role of operations strategy in the organization and discuss the key players who can influence business decisions. 2.2 Explain the factors that influence purchasing decisions. 2.3 Differentiate between essential criteria for being considered as a supplier (order qualifiers) and criteria that give a competitive edge (order winners). 2.4 Explain the three levels of strategy - corporate, business and functional. 2.5 Describe the six categories of operations strategy, such as cost, quality and innovation. 2.6 Describe the concept of core competency, which refers to a company's unique strengths and capabilities.
Course Outcome 3	Learning Objectives for Course Outcome 3
Differentiate and apply forecasting methods to	3.1 Identify the principles of forecasting and determine why it's important. 3.2 Identify types of forecasting methods and their



	<p>predict market trends and support strategic business decisions in operations management, marketing, and resource allocation.</p>	<p>characteristics. 3.3 Explain the factors that should be considered when selecting a forecasting model. 3.4 Outline the differences between qualitative and quantitative forecasting methods. 3.5 Calculate forecasts using time series analysis and seasonal index.</p>
	<p>Course Outcome 4</p>	<p>Learning Objectives for Course Outcome 4</p>
	<p>Explain why strategic capacity planning is important for the success of any business and develop strategic capacity planning solutions that align production capabilities with market demand, using appropriate measures and analytical techniques to optimize operations, address bottlenecks, and make informed capacity decisions that enhance organizational competitiveness.</p>	<p>4.1 Explain the importance of strategic capacity planning and the organizational effects of capacity decisions. 4.2 Apply key capacity measures and performance indicators to assess and optimize operational performance. 4.3 Outline the steps in the capacity planning process and apply them to develop effective capacity strategies. 4.4 Identify bottlenecks in sequential processes and propose strategies to mitigate their impact on overall process capacity. 4.5 Analyze the bottleneck phenomenon and its implications for process capacity and throughput. 4.6 Perform break-even analysis to evaluate capacity alternatives and make informed capacity decisions.</p>
	<p>Course Outcome 5</p>	<p>Learning Objectives for Course Outcome 5</p>
	<p>Evaluate and discuss optimal facility locations by analyzing key strategic factors and applying quantitative methods that align with organizational objectives to enhance operational efficiency, minimize costs, and create competitive advantage.</p>	<p>5.1 Evaluate the strategic importance of facility location decisions and analyze key influencing factors including proximity to resources, infrastructure, costs, and market considerations. 5.2 Compare and contrast location decision factors for manufacturing versus service organizations, including the impact of e-commerce on modern facility requirements. 5.3 Explain quantitative methods such as Location Factor Rating and Centre of Gravity to systematically evaluate potential facility locations based on organizational needs. 5.4 Discuss comprehensive facility location strategies that align with organizational objectives to optimize efficiency, minimize costs, and create competitive advantage.</p>
	<p>Course Outcome 6</p>	<p>Learning Objectives for Course Outcome 6</p>
	<p>Describe and evaluate effective quality management strategies using established frameworks and tools to enhance customer satisfaction and operational efficiency.</p>	<p>6.1 Differentiate between design quality and process quality and explain their interaction in achieving product quality. 6.2 Describe the evolution of quality management and how consumer perceptions influence product success. 6.3 Identify key figures in quality management and their contributions to modern practices. 6.4 Categorize quality costs, including prevention, appraisal, internal failure, and external failure costs. 6.5 Explain core principles of TQM, ISO standards, and Six Sigma methodologies. 6.6 Apply quality improvement tools such as control charts and</p>

		Pareto charts to real-world scenarios.
	Course Outcome 7	Learning Objectives for Course Outcome 7
	Describe the role of supply chain management, logistics and inventory strategies to support operations.	7.1 Explain supply chain management fundamentals and their role in efficient customer fulfillment. 7.2 Describe material, cash, and information flows in supply chains and their operational importance. 7.3 Identify the four key elements: supply management, internal operations, distribution, and integration. 7.4 Analyze supply chain design strategies that balance efficiency and responsiveness. 7.5 Evaluate inventory management practices and their purposes within supply chains. 7.6 Compare transportation modes and selection criteria for different shipment types. 7.7 Identify elements of socially responsible supply chain management that balance ethical, social, environmental, and economic considerations.
	Course Outcome 8	Learning Objectives for Course Outcome 8
	Analyze and apply Just-In-Time and Lean manufacturing principles to eliminate waste, optimize processes, and enhance organizational efficiency through value stream mapping, pull production systems, and continuous improvement methodologies.	8.1 Discuss and analyze JIT and lean manufacturing principles to identify and eliminate the seven types of waste in production processes. 8.2 Apply lean manufacturing's five core principles to improve operational efficiency through value stream mapping and Kaizen methodologies. 8.3 Evaluate how JIT components (inventory reduction, pull systems, quick setups, and flexible resources) enhance production processes using Kanban and other lean control tools.

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Quizzes (2)	25%
Reflection and feedback	10%
Simulation	25%
Weekly Assignments / Case Studies	40%

Date: August 14, 2025

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