



COURSE OUTLINE

BCG205

1

Prepared: NCCP Approved: Sherri Smith

Course Code: Title	BCG205: OPERATIONS MANAGEMENT
Program Number: Name	2035: BUSINESS
Department:	BUSINESS/ACCOUNTING PROGRAMS
Semester/Term:	17F
Course Description:	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.
Total Credits:	4
Hours/Week:	4
Total Hours:	60
Substitutes:	BUS252
Vocational Learning Outcomes (VLO's): Please refer to program web page for a complete listing of program outcomes where applicable.	#10. Outline principles of supply chain management and operations management.
Essential Employability Skills (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. #2. Respond to written, spoken, or visual messages in a manner that ensures effective communication. #3. Execute mathematical operations accurately. #4. Apply a systematic approach to solve problems.
Course Evaluation:	Passing Grade: 50%, D
Other Course Evaluation & Assessment Requirements:	A+ = 90-100% A = 80-89% B = 70-79% C = 60-69% D = 50-59%



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F < 50%

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignments	50%
Tests / Quizzes	50%

Books and Required Resources:

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

Course Outcomes and Learning Objectives:

Course Outcome 1.

#1. Illustrate the importance of operations management in the context of an organization's strategic plan.

Learning Objectives 1.

- 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.

Course Outcome 2.

#2. Assess the role of supply chain management, logistics, and inventory strategies to support operational requirements.

Learning Objectives 2.

- 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.



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- 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.

Course Outcome 3.

#3. Determine the layout for goods and service producers to maximize efficiency and support organizational goals.

Learning Objectives 3.

- 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.

Course Outcome 4.

#4. Assess the impact of product/service design processes and benchmarking on productivity to support the organization's goals.

Learning Objectives 4.

- 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 evaluation productivity of various functions of the supply chain.



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4.6 Discuss the importance of identifying `best practices` and using company and industry protocols for benchmarking.

Course Outcome 5.

#5. Assess strategies for the scheduling of production and staff which support the most productive operations of a facility.

Learning Objectives 5.

- 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.

Course Outcome 6.

#6. Assess the impact of quality control and quality assurance systems and programs to support the organization`s goals.

Learning Objectives 6.

- 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.

Date:

Thursday, August 31, 2017

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