

Course Outline

1. COURSE INFORMATION

Session Offered	Winter 2017	
Course Name	Operations Management	
Course Code	GENTECH 4OM3	
Date(s) and Time(s) of lectures	C01: Mon 9:30-10:20, Fri 11:30-13:20 C02: Tues 14:30-15:20, Thurs 13:30-15:20 C03: Tues 11:30-13:20 Thurs 9:30-10:20	
Program Name	<i>One of the following:</i> Automotive and Vehicle Technology / Biotechnology / Process Automation Technology	
Calendar Description	This course addresses the management of operations at the strategic, tactical and operations levels. Emphasizing decisions required to successfully design, create and deliver goods and services in a globalized marketplace.	
Instructor	Karen Lawrence	E-mail: lawrek@mcmaster.ca Office: ETB 204 Office Hours: By advance appointment only

2. COURSE SPECIFICS

Course Description	<p>Operations Management is the profession that designs, plans and operates production (and service) systems to achieve the goals of the organization. Topics in this course are aligned to ten strategic decisions required for the effective management of the operations function and include productivity, forecasting, supply chain management, inventory, resource planning, process design and more.</p> <p>The course will also look at operations management issues related to globalization and sustainability.</p>		
Instruction Type	Code	Type	Total Hours
	C	Classroom Instruction	39
	L	Laboratory, workshop or fieldworks	
	T	Tutorial	
	DE	Distance Education	
	TOTAL HOURS		39
Resources	ISBN	Textbook Title & Edition	Author & Publisher
	9780134090917	Foundations of Operations Management, 4 th Canadian ed. 2016; <i>plus Companion Website*</i>	Ritzman, Krajewski, Malhotra and Klassen (Pearson Prentice-Hall Inc.) <i>*Access to website can be obtained stand alone</i>
	OR 0134069536	ebook option (see bookstore)	
	Other Supplies	Casio calculator Microsoft Excel® Minitab® Statistical Software	
Prerequisite(s)	GENTECH 3LS3 or 4SS3; and registration in Level 4 of Automotive and Vehicle Technology, Biotechnology or Process Automation Technology.		
Corequisite(s)	N/A		
Antirequisite(s)	N/A		

<p>Course Specific Policies</p>	<p>This course will be using software. Students should be aware that, when they access the electronic components of this course, private information such as first and last names, user names for the McMaster e-mail accounts, and program affiliation may become apparent to all other students in the same course. The available information is dependent on the technology used. Continuation in this course will be deemed consent to this disclosure. If you have any questions or concerns about such disclosure please discuss this with the course instructor.</p> <p>It is expected that students read the material that is coming under discussion prior to class. Students are expected to actively participate during class sessions offering insight, comment, reinforcement, argument, contrary views and underscoring examples.</p> <p>Late assignments will receive an immediate 10% deduction from the assignment mark; plus a further 10% late penalty per day will be applied and deducted from the assignment mark. Assignments that have not been submitted within three (3) days after the due date will not be graded and will receive a mark of ZERO.</p> <p>One assignment mark and one in-class activity mark will be dropped from the semester. <i>If an MSAF was submitted for an assignment or in-class activity, the associated assignment or activity becomes the dropped mark.</i></p> <p>The midterm will be a common exam written by all sections outside of regular class time during week 7 (exact date/time TBA).</p> <ul style="list-style-type: none"> • Please note that there <u>are no deferred mid-term examinations</u> in this course. If, for any reason, a student misses a mid-term examination the value will be applied to the cumulative final examination (i.e. a missed midterm exam will result in the cumulative final examination being weighted at 70% of the final grade). • <u>MSAF is not permissible for weights on evaluations (i.e. midterm, final exam) that are greater than or equal to 25%</u>. Any attempt to submit a falsified MSAF for this course for a missed midterm exam constitutes academic dishonesty and charges may be filed with the Office of Academic Integrity. <p>The cumulative final exam will be written during the scheduled examination period. Students must achieve a cumulative passing mark on the midterm and final (50%) to pass the course.</p>
<p>Departmental Policies</p>	<p>Students must maintain a GPA of 3.5/12 to continue in the program.</p> <p>In order to achieve the required learning objectives, on average, B.Tech. students can expect to do at least 3 hours of “out-of-class” work for every scheduled hour in class. “Out-of-class” work includes reading, research, assignments and preparation for tests and examinations.</p> <p>Where group work is indicated in the course outline, such collaborative work is mandatory.</p> <p>The use of cell phones, iPods, laptops and other personal electronic devices are prohibited from the classroom during the class time, unless the instructor makes an explicit exception.</p> <p>Announcements made in class or placed on Avenue are considered to have been communicated to all students including those individuals that are not in class.</p> <p>Instructor has the right to submit work to software to identify plagiarism.</p>

3. SUB TOPIC(S)	Details found in <i>Learning Plan</i> and by topic in <i>Avenue</i>	
Week 1	Introduction to Operations Management	Chapter 1
Week 2	Supply Chain Management <i>Assignment 1</i>	Chapter 2-3
Week 3	Process Design	Chapter 4
Week 4	Capacity Design	Chapter 5
Week 5 & 6	Inventory – Basic tools <i>Assignment 2</i>	Chapter 6
Week 7	<i>Midterm Exam (2 hours...week of February 13)</i>	
<i>Mid-term recess (Monday, February 20 to Saturday, February 26)</i>		
Week 8	Lean Systems ...plus a little bit of Quality	Chapter 8
Week 9	Location and Layout Strategies	Chapter 10
Week 10	Demand and Forecasting <i>Assignment 3</i>	Chapter 11
Week 11 & 12	Resource Planning (ERP and MRP)	Chapter 13
Week 13	Review for Final Exam <i>Assignment 4*</i>	All listed chapters

Classes end: Thursday, April 6, 2017

Final examination period: Tuesday, April 11 to Thursday, April 27 2016

All examinations MUST BE written during the scheduled examination period.

Note that this structure represents a *plan* and is subject to adjustment term by term.

The instructor and the University reserve the right to modify elements of the course during the term. The University may change the dates and deadlines for any or all courses in extreme circumstances. If either type of modification becomes necessary, reasonable notice and communication with the students will be given with explanation and the opportunity to comment on changes.

4. ASSESSMENT OF LEARNING *including dates*	Weight
Assignments { 4, spread throughout semester }	20%
In-class Activities {weekly... Jan 9 through April 2 }	10%
Midterm Exam {week 7...week of February 22 }	30%
On-line Self-Tests {9; by module on Avenue to Learn }	{+bonus 2%}
Final Exam {tests cumulative knowledge }	40%
TOTAL	100%

Percentage grades will be converted to letter grades and grade points per the University calendar.

5. LEARNING OUTCOMES

1. Explain how an operations strategy is a pattern of decisions about processes and supply chains that together achieve specific competitive priorities.
2. Identify the connections between operations management and other functions of the organization.
3. Formulate appropriate solutions in forecasting, inventory, lean systems, capacity, scheduling and resource planning.
4. Use computer software (i.e. Excel and Minitab) and quantitative tools to make operational decisions.
5. Link the role of operations in creating environmentally and socially sustainable organizations.

6. POLICIES

Anti-Discrimination

The Faculty of Engineering is concerned with ensuring an environment that is free of all discrimination. If there is a problem, individuals are reminded that they should contact the Department Chair, the Sexual Harassment Officer or the Human Rights Consultant, as soon as possible.

http://www.mcmaster.ca/policy/General/HR/Discrimination_Harassment_Sexual_Harassment-Prevention&Response.pdf

Academic Integrity

You are required to exhibit honestly and use ethical behaviour in all aspects of the learning process. Academic credentials you earn are rooted in principles of honesty and academic integrity.

Academic dishonesty is to knowingly act or fail to act in a way that results or could result in unearned academic credit or advantage. This behaviour can result in serious consequences e.g. the grade of zero on an assignment, loss of credit with a notation on the transcript (notation reads: "Grade of F assigned for academic dishonesty"), and/or suspension or expulsion from the university.

It is your responsibility to understand what constitutes academic dishonesty. For information on the various kinds of academic dishonesty please refer to the Academic Integrity Policy, located at: <http://www.mcmaster.ca/policy/Students-AcademicStudies/AcademicIntegrity.pdf>.

The following illustrates only three forms of academic dishonesty:

1. Plagiarism. E.g. the submission of work that is not own or for which other credit has been obtained
2. Improper collaboration in group work
3. Copying or using unauthorized aids in tests and examinations.

Requests for Relief for Missed Academic Term Work (Assignments, Mid-Terms, etc.)

The McMaster Student Absence Form is an on-line self-reporting tool for **Undergraduate Students** to report absences for:

- 1) Relief for missed academic work worth less than 25% of the final grade resulting from medical or personal situations lasting up to three calendar days:
 - Students may submit a maximum of one academic work missed request per term. It is the responsibility of the student to follow up with instructors immediately (within the 3 day period that is specified in the MSAF) regarding the nature of the accommodation. All work due in that time period however can be covered by one MSAF.
 - MSAF cannot be used to meet religious obligation or celebration of an important religious holiday, for that has already been completed or attempted or to apply for relief for any final examination or its equivalent.
- 2) For medical or personal situations lasting more than three calendar days, and/or for missed academic work worth 25% or more of the final grade, and/or for any request for relief in a term where the MSAF has not been used previously in that term:
 - Students must visit their Associate Dean's Office (Faculty Office) and provide supporting documentation.

E-Learning Policy

Consistent with the Bachelor of Technology's policy to utilize e-learning as a complement to traditional classroom instruction, students are expected to obtain appropriate passwords and accounts to access Avenue To Learn for this course. Materials will be posted by class for student download. It is expected that students will avail themselves of these materials prior to class. Students should be aware that, when they access the electronic components of this course, private information such as first and last names, user names for the McMaster e-mail account, and program affiliation may become apparent to all other students in the course. The available information is dependent on the technology used. Continuation in this course will be deemed consent to this disclosure. If you have any questions or concerns about this disclosure please discuss this with the course instructor. Avenue can be accessed via <http://avenue.mcmaster.ca>.

Communications

It is the student's responsibility to:

- Maintain current contact information with the University, including address, phone numbers, and emergency contact information.
- Use the University provided e-mail address or maintain a valid forwarding e-mail address.
- Regularly check the official University communications channels. Official University

communications are considered received if sent by postal mail, by fax, or by e-mail to the student's designated primary e-mail account via their @mcmaster.ca alias.

- Accept that forwarded e-mails may be lost and that e-mail is considered received if sent via the student's @mcmaster.ca alias.
- Check the McMaster/Avenue email and course websites on a regular basis during the term.

Turnitin

This course will be using a web-based service (Turnitin.com) to reveal plagiarism. Students submit their assignment/work electronically to Turnitin.com where it is checked against the internet, published works and Turnitin's database for similar or identical work. If Turnitin finds similar or identical work that has not been properly cited, a report is sent to the instructor showing the student's work and the original source. The instructor reviews what Turnitin has found and then determines if he/she thinks there is a problem with the work. Students who do not wish to submit their work to Turnitin.com must still submit a copy to the instructor. No penalty will be assigned to a student who does not submit work to Turnitin.com. All submitted work is subject to normal verification that standards of academic integrity have been upheld (e.g., on-line search, etc.). To see the Turnitin.com Policy, please go to <http://www.mcmaster.ca/academicintegrity/turnitin/students/>

Protection of Privacy Act (FIPPA)

The Freedom of Information and Protection of Privacy Act (FIPPA) applies to universities. Instructors should take care to protect student names, student numbers, grades and all other personal information at all times. For example, the submission and return of assignments and posting of grades must be done in a manner that ensures confidentiality.

<http://www.mcmaster.ca/univsec/fippa/fippa.cfm>

Academic Accommodation of Students with Disabilities Policy

Students who require academic accommodation must contact Student Accessibility Services (SAS) to make arrangements with a Program Coordinator. Academic accommodations must be arranged for each term of study. Student Accessibility Services can be contacted by phone 905-525-9140 ext. 28652 or e-mail sas@mcmaster.ca. For further information consult McMaster's policy for Academic Accommodation of Students with Disabilities

<http://www.mcmaster.ca/policy/Students-AcademicStudies/AcademicAccommodation-StudentsWithDisabilities.pdf>

Students must forward a copy of the SAS accommodation to the instructor of each course and to the Program Administrator of the B.Tech. Program immediately upon receipt. If a student with a disability chooses NOT to take advantage of a SAS accommodation and chooses to sit for a regular exam, a petition for relief may not be filed after the examination is complete. <http://sas.mcmaster.ca>

Student Code of Conduct

The Student Code of Conduct (SCC) exists to promote the safety and security of all the students in the McMaster community and to encourage respect for others, their property and the laws of the land. McMaster University is a community which values mutual respect for the rights, responsibilities, dignity and well-being of others. The purpose of the Student Code of Conduct is to outline accepted standards of behavior that are harmonious with the goals and the well-being of the University community, and to define the procedures to be followed when students fail to meet the accepted standards of behavior. All students have the responsibility to familiarize themselves with the University regulations and the conduct expected of them while studying at McMaster University.

<http://www.mcmaster.ca/policy/Students-AcademicStudies/StudentCode.pdf>