

Course Outline

1. COURSE INFORMATION

Session Offered	Fall 2019	
Course Name	Production Management	
Course Code	MANTECH 4PM3 C01	
Date(s) and Time(s) of lectures	Monday 6:30 – 9:30 pm	
Program Name	Manufacturing Engineering Technology	
Calendar Description		
Instructor(s)	Lynn McNeil	E-Mail: mcneil2@mcmaster.ca Office Hours & Location: ETB DCP office, Mon. 5:00 pm

2. COURSE SPECIFICS

Course Description			
Instruction Type	Code	Type	Hours per term
	C	Classroom instruction	36
	L	Laboratory, workshop or fieldwork	
	T	Tutorial	3
	DE	Distance education	
	Total Hours		39
Resources	ISBN	Textbook Title & Edition	Author & Publisher
	ISBN 9780070969575 ISBN 9780071339599 ISBN 9781259270154	Operations Management, 4 th , 5 th or 6 th Canadian Edition	Stevenson, William J. Hojati, Mehran
	Other Supplies	Source	
	Calculator, Laptop with Microsoft Excel		
Prerequisite(s)	Registration in Manufacturing Engineering Technology		
Corequisite(s)			
Antirequisite(s)			
Course Specific Policies	<p>This course will be using a range of 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. The instructor may also use other software including: e-mail, Avenue, web pages, etc.</p>		
Departmental Policies	<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)		
Week 1	<p><u>Introduction to Operations Management</u></p> <ul style="list-style-type: none"> - Functions in an organization, business processes, roles of/in Operations, decision making in Operations/Production - Strategic planning processes and alignment - Measuring productivity 	Chp 1 &2
Week 2	<p><u>Quiz 1</u></p> <p><u>Capacity Planning</u></p> <ul style="list-style-type: none"> - Capacity planning processes, long term capacity requirements - Developing and evaluating capacity plan alternatives, break-even analysis <p><u>Process Design and Facility Layout</u></p> <ul style="list-style-type: none"> - Types of production processes 	Chp 5 Chp 6
Week 3	<p><u>Quiz 2</u></p> <p><u>Process Design and Facility Layout cont'd</u></p> <ul style="list-style-type: none"> - Types of line layouts - Assembly line balancing - Designing functional layouts <p><u>Discuss Group Assignment for end of term</u></p>	Chp 6
Week 4	<p><u>Quiz 3</u></p> <p><u>Demand Forecasting</u></p> <ul style="list-style-type: none"> - Demand forecasting processes and methods - Demand patterns - Forecasting: linear and multiple regressions, time series methods, averaging methods, trends - Forecasting demand seasonality - Forecast accuracy metrics, forecast control processes 	Chp 3
Week 5	<p><u>Quiz 4</u></p> <p><u>Inventory Management</u></p> <ul style="list-style-type: none"> - Purpose of inventory, Effective inventory management - Inventory costs - Inventory control systems, metrics, cycle counting, ABC classification - Fixed order quantity/reorder point model: economic order quantity (EOQ), economic production quantity (EPQ), Re-order point (ROP) 	Chp 12
Mid-term Recess: Monday, October 14 to Sunday, October 20, 2018		
Week 7	<u>Mid-Term (2 hours) October 21st 2019 6:30-8:30 pm</u>	

	<u>Group assignment update</u>	
Week 8	<u>Mid-Term review</u> <u>Inventory Management cont'd</u> <ul style="list-style-type: none"> - Service Levels, safety stock - Fixed Order Interval/order up to level model - Single Period Model: continuous and discrete stocking levels - Kanban systems 	Chp 12 Chp 15
Week 9	<u>Quiz 5</u> <u>Operations Planning and Scheduling</u> <ul style="list-style-type: none"> - Sales and Operations Planning (S&OP) processes - Aggregate production planning - Aggregate plan costing - Master Production Schedule (MPS) 	Chp 13
Week 10	<u>Quiz 6</u> <u>Resource Planning</u> <ul style="list-style-type: none"> - Materials Requirements Planning (MRP): Production schedule, Bills of Material (BoM), Material requirements plan - Capacity requirements planning - Overview of Enterprise Resource Planning (ERP) 	Chp 14
Week 11	<u>Quiz 7</u> <u>Job and Staff Scheduling</u> <ul style="list-style-type: none"> - Line loading, job scheduling and sequencing, priority rules - Bottleneck analysis, theory of constraints (ToC) - Shop floor control methods and tools - Staff scheduling 	Chp 16
Week 12	Lean/Kanban <ul style="list-style-type: none"> - Principles of Lean manufacturing - Kanban Inventory methods - Production metrics <u>Group assignment presentations</u>	Chp 15
Week 13	<u>Review/Tutorial</u>	
Classes end: Wednesday, December 4 Final examination period: Friday, December 6 to Thursday, December 19 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/Quizzes: (weekly)		10%
Mid-term test: Oct. 21, 2019 (6:30-8:30 pm)		25%
Project: Group presentation and report; in class November 25, 2019		25%
Final examination (tests cumulative knowledge): TBD		40%
TOTAL		100%

NOTE: Students MUST achieve a passing grade on the combined weighted score of the mid-term and final examinations in order to pass to course.

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

5. LEARNING OUTCOMES

1. Discuss the fundamental concepts of Operations Management including core Operations business processes, controls and metrics. Understand the roles of Operations within an Organization.
2. Select appropriate models and methods and demonstrate the ability to calculate, analyze, compare and optimize demand forecasts, inventory order parameters, aggregate production plans, material requirement plans, production schedules.
3. Select appropriate models and methods and demonstrate the ability to design, analyze, compare and optimize production processes and plant layout options.
4. Discuss the sources and impacts of variation in a Production environment.
5. Discuss the fundamental concepts of Operations Management including core Operations business processes, controls and metrics. Understand the roles of Operations within an Organization.
6. Discuss the fundamental concepts of Operations Management including core Operations business processes, controls and metrics. Understand the roles of Operations within an Organization.
7. Select appropriate models and methods and demonstrate the ability to calculate, analyze, compare and optimize demand forecasts, inventory order parameters, aggregate production plans, material requirement plans, production schedules.

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](http://www.mcmaster.ca/policy/General/HR/Discrimination%20Harassment%20Sexual%20Harassment-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 (Optional)

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