Douglas College

EFFECTIVE: SEPTEMBER 2002

CURRICULUM GUIDELINES

A: Division: **Instruction**

B: Department/ Program Area: **Commerce & Business Admin. Business Management**

Date: **November 2001**

New Course ☐ Revision **X**

If Revision, Section(s) Revised: **H**

Date Last Revised: **2000-06: P**
1998-01: H
1996-12: new

C:	**D:**	**E:**
BUSN 380	**Operations Management**	**3**
Subject & Course No.	Descriptive Title	Semester Credits

F: Calendar Description: This course will provide students with a generalized approach to designing, operating, and improving the activities of service and manufacturing businesses. Students will compare theory with actual operating businesses, and develop solutions to real-world problems. Topics include: flowcharting, processes, quality, forecasting, capacity planning, layout and job design, inventory systems, scheduling, logistics, and process reengineering.

G: Allocation of Contact Hours to Types of Instruction/Learning Settings

Primary Methods of Instructional Delivery and/or Learning Settings:

Lectures and Seminars

Number of Contact Hours: (per week / semester for each descriptor)

Lecture: **3 Hrs.**
Seminar: **1 Hr.**
Total: **4 Hrs.**

Number of Weeks per Semester:

15 Weeks X 4 Hrs per week = 60 Hrs.

H: Course Prerequisites:
BUSN 210 and BUSN 330 and CISY 110 and effective September 2002, English 12 with a grade of "C" or better or equivalent.

I. Course Corequisites:

nil

J. Course for which this Course is a Prerequisite:

nil

K. Maximum Class Size:

35

L: PLEASE INDICATE:

☐ Non-Credit

☐ College Credit Non-Transfer

X College Credit Transfer: Requested ☐ Granted ☐

SEE BC TRANSFER GUIDE FOR TRANSFER DETAILS (www.bccat.bc.ca)

M: Course Objectives/Learning Outcomes

At the end of the course, the successful student should be able to:

1. describe and contrast service and manufacturing operations;
2. describe the information and materials flow in a business;
3. conduct a simple forecast and estimate capacity for a small business;
4. propose a facility location, design a layout, and design jobs for a small business;
5. plan and manage a simple project using basic Project Management tools;
6. describe and contrast several inventory systems;
7. describe the Logistics concept;
8. propose a materials management and purchasing system for a small business;
9. analyze the operations of a small business and propose improvements;
10. use a computer to solve problems.

N: Course Content

1. Information and Material Flow
   - C using flowcharts to describe and analyze the flow of information, people, and materials within a business.
2. Product Design and Process Selection
   - C nature of service and manufacturing, design of the system, process selection.
3. Total Quality Management
   - C cost of quality, quality specification, W.E. Deming, continuous improvement, statistical quality control.
4. Forecasting and Capacity Planning
   - C simple forecasting methods, time series analysis, volume versus capacity, economies of scale, experience curve.
5. Facility Location and Layout
   - C issues, factor-rating, center-of-gravity, process / product / group technology / fixed position / retail / office layouts.
6. Job Design, Work Measurement, Learning Curves, Just-In-Time Systems
   - C behavioural and physical considerations, methods, measurement, incentives, plotting learning curves, command-driven systems versus Just-In-Time.
7. Project Management
   - C defining a project, organization, critical path method, Gantt charts.
8. Aggregate Planning and Inventory Systems
   - C production planning, methods, independent versus dependent demand, ABC, Master Production Schedule, MRP, MRP 2 and ERP, Fixed-order-Quantity, Order Quantity, Lot-sizing.
9. Scheduling
   - C job shop scheduling, priority, shop-floor control, personnel scheduling.
10. Logistics, Materials Management and Purchasing
    - C integrated management, purchasing and sourcing, materials handling.
11. Business Process Reengineering
    - C improving a business.
12. Problem-solving with Computers
    - C use of spreadsheets and other software.

O: Methods of Instruction

Lecture and discussion, computer seminars and plant tours.

P: Textbooks and Materials to be Purchased by Students:

W.J. Stevenson, Production/Operations Management, Latest Edition. Irwin McGraw-Hill Publishers.

Q: Means of Assessment

Assigned Work:		
Assignments (6)	12%	
Term Projects (3)	30%	
Computing Test	03%	
Class Participation		05%
Midterm Examination		20%
Final Examination		30%
		100%

R: Prior Learning Assessment and Recognition: specify whether course is open for PLAR

No.

Course Designer(s): **Dave Waddington**

Education Council/Curriculum Committee Representative:

Dean/Director: **Jim Sator**

Registrar: **Trish Angus**