Douglas College

EFFECTIVE: JANUARY 2009
CURRICULUM GUIDELINES

A.	Division:	**Education**	Effective Date:		**January 2009**		
B.	Department / Program Area:	**Commerce & Business Admin. Business Management**	Revision	**X**	New Course		
			If Revision, Section(s) Revised:		**H**		
			Date of Previous Revision:		**May2008**		
			Date of Current Revision:		**August 2008**		

C:	**D:**	**E:**
BUSN 3380	**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 Type 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 Hours**
Seminar: **1 Hour**
Total: **4 Hours**

Number of Weeks per Semester:

15 Weeks X 4 Hours per Week = 60 Hours

H: Course Prerequisites:

BUSN 1210 and (BUSN 1330 or FINC 1231)and CSIS 1110

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:

SEE BC TRANSFER GUIDE FOR TRANSFER DETAILS (www.bctransferguide.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
   . using flowcharts to describe and analyze the flow of information, people, and materials within a business.

2. Product Design and Process Selection
   . nature of service and manufacturing, design of the system, process selection.

3. Total Quality Management
   . cost of quality, quality specification, W.E. Deming, continuous improvement, statistical quality control.

4. Forecasting and Capacity Planning
   . simple forecasting methods, time series analysis, volume versus capacity, economies of scale, experience curve.

5. Facility Location and Layout
   . 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
   . behavioral and physical considerations, methods, measurement, incentives, plotting learning curves, command-driven systems versus Just-In-Time.

7. Project Management
   . defining a project, organization, critical path method, Gantt charts.

8. Aggregate Planning and Inventory Systems
   . 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
   . job shop scheduling, priority, shop-floor control, personnel scheduling.

10. Logistics, Materials Management and Purchasing
    . integrated management, purchasing and sourcing, materials handling.

11. Business Process Reengineering
    . improving a business.

12. Problem-solving with Computers
    . 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): **David Waddington**

Education Council / Curriculum Committee Representative

Dean / Director: **Robert Buller**

Registrar: **Trish Angus**

Date of Current Revision: August 2008