



MASKWACIS CULTURAL COLLEGE
School of Indigenous Business
Course Code/Title - MGMT 2501 – Operations Management
Course level 2nd Year
Course term/ date: Winter 2018

Course dates: January 8th – April 2nd, 2018

Room#: 127

Instructor and qualifications: Azar Kamran, MBA

Contact email address: akamran@mccedu.ca

Hours 5:00 pm to 8:30 pm on

Academic Calendar description and credit hour breakdown:

University Transfer Course (MCC) 13-3-0

Course Description:

This core course focuses on the theme of operations management through a focus on the critical role that operations managers play in the design and execution of competitive supply chains, and the pivotal importance of operations in the creation of customer value.

Required Text(s):

Ritzman, L. P., Krajewski, L. J., Malhotra, M. K., & Klassen, R. D. (2012). ***Foundations of Operations Management, Third Canadian Edition with Myomlab (4th Canadian Edition)***. Pearson Education Canada.

Additional Resources:

- Business calculator
- Instructor generated materials – distributed at class time.

Prerequisites and Co-requisite information: Successful completion of STAT1500.

Course Description: MGMT2501 Introduces students to concepts and decision-making techniques used in the design, planning, execution, control, and improvement of operations of world-class manufacturing and service companies. It begins with introductory issues such as creating value through operations, supply chain management, and continue with capacity, waiting lines design topics, process design,

location layout and demand forecasting, and finally ends with planning decisions such as scheduling and resource planning.

Course Objectives:

This course provides students with concepts, techniques and tools to design, analyze and improve operational capabilities of an organization. The course covers a broad range of application domains and industries such as electronics, online services, sustainability, insurance, health care, retail, fashion, automotive, manufacturing, and more. The topics covered include: process analysis and innovation, capacity analysis, inventory management, postponement, production control, supply chain design, coordination, and sustainability, operational risk, quality management, revenue management and pricing.

The course includes lectures and case studies that provide hands-on practice with some of the central concepts. The course provides relevant knowledge and skills for a wide variety of career paths, including consulting, sustainability, corporate management, manufacturing, supply chain management, NGOs, product development, financial services, private equity, and healthcare.

Learning outcomes: At the end of this course, the students will be able to

1. **Creating value through operations:** Sets the tone for the course text. Organizations comprise many processes, and operations principles and techniques particularly well suited for their management and analysis.
2. **Supply chain management:** Extends the consideration of operations beyond a single site or firm to operational linkages between firms.
3. **Sustainable supply chain and humanitarian logistics:** Explores how operations can contribute to the environmental and social bottom lines that every firm must manage.
4. **Capacity:** Discusses the integrative development of critical process levers that that every manager must understand.
5. **Inventory management:** Identifies the functions, costs, and managerial actions that can be taken to effectively use or reduce inventory.
6. **Quality and process improvement:** Provides a quick overview of quality management through the lenses of three quality gurus and underscores the multifaceted definition of quality as an aspect of customer value.
7. **Lean systems:** Draws together and reinforces concepts discussed in preceding chapter and re-emphasizes the central importance of the process management triangle from the 4th outcome above.

8. Managing projects: Focuses on managerial material regarding project management. Here the basic aspects of project development are considered, both qualitative and quantitative.
9. Location and layout: Students can use both qualitative and quantitative tools to make important decisions about the location of new facilities and organize process within a facility.
10. Managing demand and forecasting: Provides an overview of multiple options available to managers to adjust or shift customer demand.
11. Operations planning and scheduling: Brings together planning for workforce levels across multiple service and product processes and, where possible, inventory holdings.
12. Resource planning: An overview of enterprise resource planning systems.

Grades distribution:

Assignment	Request for	Percentage of total grade	Due date
#1	Individual assignment #1	10	Week 4
#2	Individual assignment #2	10	Week 8
#3	Individual assignment #3	10	Week 11
#4	Group Participation & attendance	10	Per participation & class attendance
#4	Exam	60	Week 13
Total		100%	

Grading system rating: Be sure to clearly state each assignment and how much they are worth.

Grading system revised April 2017

Descriptor	Grade point value	Percentage	Alpha grade	Standing
Outstanding performance	4.0	95 or above	A +	Honours
Excellent performance – superior performance showing comprehensive	4.0	85 – 94.99	A	Honours

knowledge of the subject matter				
Approaching excellent	3.7	80-84.99	A-	Honours
Exceeding good performance	3.3	77-79.99	B+	
Good performance – clearly above average performance with knowledge of subject matter generally complete	3.0	73-76.99	B	
Approaching good performance	2.7	70-72.99	B-	
Exceeding Satisfactory performance	2.3	67-69.99	C +	
Satisfactory performance basic understanding of the subject matter	2.0	63-66.99	C	Minimal pass
Approaching satisfactory performance	1.7	60-62.99	C-	
Insufficient prep for subsequent courses in same subject	1.3	55-59.99	D+	
Insufficient prep for subsequent courses	1.0	50-54.99	D	
Failure. Did not meet course requirements	0.0	0-49.99	F	
Incomplete	0.0	0.0	I	

A minimum of 2.0 is required for courses to be transferable to other institutions, however, we encourage all students to aim for top marks.

*Group/Individual work to be identified

Schedule of Assignments:

	Individual assignment topics	Assignments Due
1	Sustainable supply chains and humanitarian logistics (details provided in class). Feel free to use examples from Cree and First Nations while utilizing the concepts discussed in the course.	Week 4
2	Quality and process improvement (details provided in class). Feel free to use examples from Cree and First Nations while utilizing the concepts discussed in the course.	Week 8
3	Operations planning and scheduling (details provided in class). Feel free to use examples from Cree and First Nations while utilizing the concepts discussed in the course.	Week 11

Schedule of lectures topics, laboratories and assignments covered: dates of each class, topics that will be covered, any assignments due on that date, speakers attending, etc.

Date	Topic	Readings (Chapters)	Individual Assignments Due
Week 1	Creating value through operations	1	
Week 2	Supply Chain Management; Sustainable supply chains and humanitarian logistics	2,3	Assignment 1 provided
Week 3	Capacity	5	
Week 4	Inventory management; Quality and process improvement	6,7	Assignment 1 due & Assignment 2 provided
Week 5	Lean systems	8	
Week 6	Assignment (Lab)		Group work
Week 7	Managing projects	9	
Week 8	Location and Layout	10	Assignment 2 due
Week 9	Managing demand and forecasting; Operations planning and scheduling	11, 12	Assignment 3 provided
Week 10	Assignment (Lab)		Group work
Week 11	Resource planning	13	Assignment 3 due
Week 12	Revision	All	
Week 13	FINAL EXAM	ALL ABOVE	Exam

Cultural

Spiritual

Help students understand that we all have feelings. Our feelings help us in our development as a person and help us to function in the world around us. These feelings also allow us to market ourselves or un-market ourselves. Students will be encouraged to reflect on Cree culture and debate value of spiritual tools in the culture and its connection to creating value through operations management, supply chain management, operations planning and resource planning.

Physical

Using the Cree spiritual tools students will be encouraged to examine their feelings about an operation that they want to successfully manage in today's business environment.

Emotional

In this aspect the students will develop the ability to express their values while not compromising on operational/customer demands through effectively managing the quality & reliability of a product for the client base through effective operations management.

Additional Information:**Student conduct:**

- a) Plan to arrive to class on time and to stay for the entire class period (or until dismissed) because random arrivals and exits are disrespectful and distracting.
- b) All cell phones, smartphones, and other electronic devices (e.g., pagers, iPods) must be turned off (or on vibrate) and hidden from view during class time.
- c) Students are responsible for what transpired if they miss a class. It is the student's responsibility to contact a classmate to determine what was missed.
- d) Talking and other disruptive behaviors are not permitted while classes are in session.
- e) Be polite and respectful towards others, instructor and other students.

Plagiarism: is a serious Academic offence. The consequence of such an offence is termination from the program.

Missed Assignments and research papers: Must be submitted prior to April 4th, 2018

Academic approval by



Claudine Louis PhD., President

Cultural content approved by



Elder Jerry Saddleback