

COURSE CODE: BUAD 382

COURSE TITLE: Operations Management

Calendar Description

Providing goods or services requires considerable management effort in selecting appropriate processes, determining inventory needs and procedures, sizing productive capacity, determining workforce levels, and assuring quality in the end product or service. This course investigates the decisions required by management and the quantitative and qualitative techniques applicable to the decision process. Emphasis is on forecasting, resource planning, lean systems, project management, process selection, layout, location, and planning.

Prerequisite(s): MATH 114, BUAD 128, 264, STAT 121 or 124 or 230

Co-requisite(s): None

Prerequisite For: None

Substitutable Courses: None

Graduation Requirement: BBA, Management option - Required
Diploma, Management option - Elective

Transfer Credit: CMA and PMAC

Special Notes: Students with credit for BUAD 282 may not take BUAD 382 for additional credit.

Credits: 3

Hours per Week: 3

Originally Developed: November 2012

EDCO Approval: November 2013

CHAIR'S APPROVAL: 

Learning Outcomes

Outcome	Upon completion of this course students will be able to:
1	Explain how operations strategy is a pattern of decisions about processes and supply chains that achieve an organization's competitive priorities.
2	Describe major decisions that define process configuration and how each relates to customer value.
3	Identify systematic approaches to capacity planning, inventory management, quality designing a layout, managing demand, scheduling and resources to improve an organizations performance.
4	Solve production, operational and service problems using MS Excel templates.
5	Analyze a real-world application by examining an applied project within an organization you are familiar with, identifying key processes, challenges, and outcomes, and applying theoretical frameworks to assess its effectiveness and areas for improvement
6	Create innovative solutions for an applied project within an organization you are familiar with by leveraging analytical insights, theoretical frameworks, and practical strategies to address challenges and enhance project outcomes

Course Objectives

Objectives	This course will cover the following content:
1	Apply and use systematic methodologies to solve operational problems
2	Identify and apply appropriate techniques for managing business operations and correctly analyze and interpret the results through critical thinking
3	Use management of processes, demand, quality, inventory, scheduling, layout & location to guide specific operational decision making
4	Use MS Excel templates to understand operational problems and insert appropriate statistical function where appropriate in Excel
5	Solve typical problems using formulas and tables

Professors

Name	Phone Number	Office	Email
Scott Overland	3241	PE A-08 E223	soverland@okanagan.bc.ca

Evaluation Procedure

Assignments and Applied Project:	70%
• Applied Project 50%	
○ Part 1	20%
○ Part 2	20%
○ Presentation	10%
• Connect Smart Book Chapter Quiz	10%
• Lab Assignments	10%
Exam 1	15 %
Exam 2 (Cumulative in Multiple choice)	15%
Total	100 %

Generative AI tools are permitted

Students are permitted to use artificial intelligence tools, including generative AI tools such as ChatGPT or Bing Chat, to gather information, review concepts, or help produce assignments. However, students are ultimately accountable for the work they submit, and any content generated or supported by an artificial intelligence tool must be cited appropriately (see How to cite ChatGPT (apa.org)).

The use of AI tools is not permitted during midterm exams and final exams in this course.

Required Materials

Operations & Supply Chain Management, 8th Edition by Stevenson

Printed textbook with Connect Access (with ebook)

ISBN10: 1265851948 | ISBN13: 9781265851941

Connect Only Access (with ebook)

ISBN10: 1265798745 | ISBN13: 9781265798741

Notes

Readings and Quizzes are required to be complete prior to the class.

Assignments are due on or before the posted due date. 10% per day reduction in grade for late submissions.

Course Schedule

(Subject to change at the discretion of the professor)

Date		Topic	Textbook
2026 Week of:		Mon, Jan 5 - Classes begin Fri, Jan 16 - Last day to register for a course and to receive a refund for course drop Mon, Feb 16 - Statutory Holiday (no classes) Tue, Feb 17 - Fri, Feb 20 - Mid-semester study break (no classes) Fri, Mar 6 - Last day to withdraw from a course without academic penalty Fri, Apr 3 & Mon, Apr 6 - Statutory Holiday (no classes) Fri, Apr 10 - Last day of regularly scheduled classes Mon, Apr 13 - Wed, Apr 22 - Final exam period – see policy.	Chapter(s):
Jan 4-10	1	Orientation to Class Structure Introduction to Operations Management	Chapter 1
Jan 11-17	2	Competitiveness, Strategic Planning and Productivity	Chapter 2
Jan 18-24	3	Process Design and Facility Layout	Chapter 6
Jan 25-31	4	Global Location Planning and Analysis	Chapter 8
Feb 1-7	5	Demand Forecasting	Chapter 3
Feb 8-14	6	Strategic Capacity Planning Wait Line Analysis Applied Project Part 1 Due Sunday 23:59.	Chapter 5 Chapter 18
Feb 15-21	7	Reading Week – No classes	
Feb 22-28	8	Exam 1 • Content Lecture Lab Ch 1, 2, 6, 8, 3, 5 and 18	
Mar 1-7	9	Quality Management and Six Sigma	Chapter 9
Mar 8-14	10	Inventory Management	Chapter 11
Mar 15-21	12	Aggregate Operations Planning and Master Scheduling	Chapter 12
Mar 22-28	13	Materials Requirements Planning and Enterprise Resource Planning JIT Kanban Planning	Chapter 13 Chapter 14
Mar 29-April 4	14	Exam 2 • Content Lecture Lab Ch 9, 11, 12, 13 and 14. Cumulative 1-14 in MC. Applied Project Part Due Due Sunday 23:59	
April 5-11	15	Presentation of Projects On-Line Presentation. (no formal class last week)	
April 13-22	16	Final Exam Period	

Skills Across the Business Curriculum

The School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.

Student Conduct

What is the Disruption of Instructional Activities?

At Okanagan College (OC), disruption of instructional activities includes student “conduct which interferes with examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study facilities of OC”, as well as conduct that leads to property damage, assault, discrimination, harassment and fraud. Penalties for disruption of instructional activities include a range of sanctions from a warning and/or a failing grade on an assignment, examination or course to suspension from OC.

Academic Honesty: Students have a responsibility to read the [OC Academic Integrity Policy](#).

What is Cheating?

“Cheating includes but is not limited to dishonest or attempted dishonest conduct during tests or examinations in which the use is made of books, notes, diagrams or other aids excluding those authorized by the examiner. It includes communicating with others for the purpose of obtaining information, copying from the work of others and purposely exposing or conveying information to other students who are taking the test or examination.”

Students must submit independently written work. Students may not write joint or collaborative assignments with other students unless the instructor approves it in advance as a group/team project. Students who share their work with other students are equally involved in cheating.

What is Plagiarism?

Plagiarism is defined as “the presentation of another person’s work or ideas without proper or complete acknowledgement.” It is the serious academic offence of reproducing someone else’s work, including words, ideas and media, without permission for course credit towards a certificate, diploma, degree and/or professional designation. The defining characteristic is that the work is not yours.

“Intentional plagiarism is the deliberate presentation of another’s work or ideas as one’s own.” Intentional plagiarism can be a copy of material from a journal article, a book chapter, data from the Internet, another student, work submitted for credit in another course or from other sources.” “Unintentional plagiarism is the inadvertent presentation of another’s work or ideas without proper acknowledgement because of poor or inadequate practices. Unintentional plagiarism is a failure of scholarship; intentional plagiarism is an act of deceit.”

What are the Students’ Responsibilities to Avoid Plagiarism?

Students must acknowledge the sources of information used on all their assignments. This usually involves putting the authors’ name and the year of publication in parentheses after the sentence in which you used the material, then at the end of your paper, writing out the complete references in a Reference section.

“Students are responsible for learning and applying the proper scholarly practices for acknowledging the work and ideas of others. Students who are unsure of what constitutes plagiarism should refer to the UBC publication *“Plagiarism Avoided; Taking Responsibility for your Work”*. This guide is available in OC bookstores and libraries.

Students are expected to understand research and writing techniques and documentation styles. The School of Business requires the use of the APA or MLA style but suggests that students cite references using the APA guidelines (see Publication Manual of the American Psychological Association, 6th edition (2009)). A copy of the APA manual is available in the reference section and available for circulation from OC libraries. The library website has access to these two major citing styles.

What are the Penalties for Plagiarism and Cheating?

The Okanagan School of Business does not tolerate plagiarism or cheating. All professors actively check for plagiarism and cheating and the Okanagan School of Business subscribes to an electronic plagiarism detection service. All incidents of plagiarism or cheating are reported and result in a formal letter of reprimand outlining the nature of the infraction, the evidence and the penalty. The Dean of the School of Business and the Registrar record and monitor all instances of plagiarism and cheating. Penalties for plagiarism and cheating reflect the seriousness and circumstances of the offence and the range of penalties includes suspension from OC.