

SAMPLE COURSE OUTLINE

Course Code, Number, and Title:

BUSM 4810: Operations Management

Course Format:

[Course format may vary by instructor. The typical course format would be:]

Lecture 4.0 h + Seminar 0.0 h + Lab. 0.0 h

Credits: 3

Transfer credit: For information, visit bctransferguide.ca

Course Description, Prerequisites, Corequisites:

The course looks at the decisions firms need to make in order to run efficient, competitive, lean, and profitable operations. In general, this course presents the fundamental issues in operations and supply chain management. This course looks at a company's internal operations and processes. The main topics covered are: operations strategy, quality management, forecasting and demand planning, scheduling, and process design for manufacturing and services.

Students may receive credit for only one of BUSM 3200 and 4810. BUSM 3200 may not be used to satisfy the BUSM 4810 requirement.

Registration in this course is restricted to students admitted to Post-Degree Diploma programs in Business Management and Marketing Management.

Prerequisite(s): A minimum "C" grade in BUSM 4805 and MARK 4800; and a minimum "C" grade in one of FMGT 4800 or FMGT 4816.

Corequisites: n/a

Learning Outcomes:

Upon successful completion of this course, students will be able to:

- Describe and explain the functions of Operations Management and its relationships with other functional areas, especially, finance, sales and marketing.
- Identify, describe and justify the category of operations management problem to be solved.
- Apply critical thinking skills to select and justify the appropriate tool(s) to solve the problem.
- Describe, explain and analyze processes in terms of inputs, value-adding transformations and outputs within a value chain framework.
- Describe and categorize the different types of non-value-added activity and identify root causes for non-value added activities.
- Describe and explain the importance of quality in the design and production of goods and services.

snəwəyət̚ leləm̚ Langara College acknowledges that we are located on the unceded territory of the Musqueam people.

- Describe, explain, select and apply the processes involved in supply chain management.
- Develop selected aspects of the student's emotional intelligence to assist in teamwork.

Instructor(s): TBA

Office: TBA Phone: 604 323 XXXX Email: TBA

Office Hours: TBA

Textbook and Course Materials:

[Textbook selection may vary by instructor. An example of texts and course materials for this course might be:]

Collier, David and James Evans. "Organizational Management 6", 6th edition. Boston. Cengage. 2017.

Note: This course may use an electronic (online) instructional resource that is located outside of Canada for mandatory graded class work. You may be required to enter personal information, such as your name and email address, to log in to this resource. This means that your personal information could be stored on servers located outside of Canada and may be accessed by U.S. authorities, subject to federal laws. Where possible, you may log in with an email pseudonym as long as you provide the pseudonym to me so I can identify you when reviewing your class work.

Assessments and Weighting:

Final Exam 25%

Other Assessments %

(An example of other assessments might be:) %

Midterm: 20%

Assignments: 25%

Project: 30%

Number of assignments: 6 individual (25%) and 1 group project (30%)

Number and type of writing assignments: Individual case assignments and group term project

Individual work and group work:

Individual work: 70%

Group work: 30%

Grading System: Letter grade

Specific grading schemes will be detailed in each course section outline.

Passing grade: D

This generic outline is for planning purposes only.

Topics Covered:

[Topics covered may vary by instructor. An example of topics covered might be:]

- Goods, Services & Operations Management
- Value Chains
- Measuring Performance in Operations
- Quality Management
- Operations Strategy
- Technology & Operations Management
- Lean Operations Systems
- Goods & Services Design
- Process Selection, Design & Analysis
- Facility & Work Design
- Supply Chain Design
- Capacity Management
- Forecasting & Demand Planning
- Managing Inventories
- Resource Management
- Operations Scheduling & Sequencing

As a student at Langara, you are responsible for familiarizing yourself and complying with the following policies:

College Policies:

[E1003 - Student Code of Conduct](#)

[F1004 - Code of Academic Conduct](#)

[E2008 - Academic Standing - Academic Probation and Academic Suspension](#)

[E2006 - Appeal of Final Grade](#)

[F1002 - Concerns about Instruction](#)

[E2011 - Withdrawal from Courses](#)

Departmental/Course Policies:

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