CityUniversity
of Seattle

Syllabus

SCHOOL OF BUSINESS AND MANAGEMENT
BSM 405: Operations Management

5 Credits
Effective: Winter 2020/2021

FACULTY

Faculty Name:

Contact Information:

Instructor's Professional and Academic Background:

COURSE DESCRIPTION

BSM 405, Operations Management explores operations management in the manufacturing and service environments. Topics include: cost accounting information for improving efficiency, product and service quality, total quality management, project management, materials resource planning, value creation, supply chain management and economic value. Students will focus on how to apply these concepts to real world operation functions of both manufacturing and services.

COURSE RESOURCES

Required and recommended resources to complete coursework and assignments are available from the Course Document Lookup.

CITYU LEARNING GOALS

This course supports the following City University learning goals:

COURSE OUTCOMES

In this course, learners:
- Assess the importance of design quality through measurement and improvement techniques
- Create estimates of economic profit based on costs and sales data from example cases of product and service production environments
- Describe the elements of a master plan for capacity and facility planning
- Describe the relationship between customers, corporate management and value creation
- Develop schedule and cost estimates for a large production project in a corporate environment from production orders
- Forecast demand and translate that demand estimate into production orders
- Integrate aspects of materials purchasing and supplier relationships into operations planning

CORE CONCEPTS, KNOWLEDGE, AND SKILLS

- Capacity Management
- Creating Quality
- Creating Value
- Decision Tree Analysis
- Determining and Managing Costs
- Determining Value
- Economic Value
- Facility Location and Layout

- Forecasting Demand
- Global Performance Measurement
- Inventory Management
- JIT Systems
- Managing Resources
- Measuring Quality
- MRP
- Operations as a Business Core Competency
- Process Design and Improvement
- Product and Service Life Cycles
- Production Technology
- Project Management
- Supply Chain Management
- Transportation
- Workforce Management

OVERVIEW OF COURSE GRADING

The grades earned for the course will be derived using City University of Seattle's decimal grading system, based on the following:

Overview of Required Assignments	% of Final Grade
Case Analysis 1	20%
Case Analysis 2	30%
Case Analysis 3	30%
Discussion Board/Participation	20%
TOTAL	**100%**

SPECIFICS OF COURSE ASSIGNMENTS

Case Analysis (3):

The instructor will provide three cases to students throughout the quarter. The cases are designed to encourage students to apply proper methods, tools, techniques, and frameworks to analyze various operations management scenarios and develop relevant solutions, action plans, and/or recommendations. The cases will challenge students' understanding and application of key concepts, such as new product and service design, managing information flows (MRP and ERP), and location and logistics. A different case will be utilized each quarter; therefore, requirements for each case will vary depending upon the nature of the scenario of interest. Accordingly, specific instructions and set of requirements (e.g., format, references, and page count) will be included in the description of each case.

Components	% of Grade
Requirements	35%
Analysis	30%
Recommendations	15%
Style Including Structure, Flow, Grammar, and Spelling	10%
APA	10%
TOTAL	**100%**

<u>Discussion Board/Participation</u>

Participation through online activities is an integral part of this course. To provide a structure for balanced participation and allow you to maximize the benefit of the online activities, it is required to follow these guidelines:

1) Post your responses to discussion questions in the first three days of the school week (Monday through Wednesday in online classes; various days in mixed-mode classes).
2) Post at least three or more thoughtful and topic-relevant comments to responses made by classmates on at least three different days of the school week.
3) Respond to any questions that your instructor has regarding your original post by the end of the school week.

Components	*% of Grade*
Meets requirements in a timely manner	20%
Quality of responses	50%
Quantity of responses	30%
TOTAL	**100%**

COURSE POLICIES

Late Assignments

A critical aspect of management is to meet predefined deadlines. Therefore, all assignments are expected to be submitted when due. No late assignments are accepted. Life-situations do occur. When an issue arises coordinate with the instructor prior to the assignment's due date and the due date may be adjusted. It is in the best interest of the student to ensure that all assignments are submitted on time.

Participation

Class participation will be evaluated during class. Participation includes being prepared for class discussions and contributing meaningful content when appropriate. It also includes individual effort contributed to the team project.

Professional Writing

Assignments require error-free writing that uses standard English conventions and logical flow of organization to address topics clearly, completely, and concisely. CityU requires the use of APA style.

UNIVERSITY POLICIES

You are responsible for understanding and adhering to all of City University of Seattle's academic policies. The most current versions of these policies can be found in the **University Catalog** that is linked from the CityU Web site.

Title IX Statement

Non-Discrimination & Prohibition of Sexual Misconduct

City University of Seattle adheres to all federal, state, and local civil rights laws prohibiting discrimination in employment and education. The University is committed to ensuring that the education environment is

bounded by standards of mutual respect and safety and is free from discriminatory practices.

In the U.S., the University is required by Title IX of the Education Amendments of 1972 to ensure that all of its education programs and activities do not discriminate on the basis of sex/gender. Sex include sex, sex stereotypes, gender identity, gender expression, sexual orientation, and pregnancy or parenting status. Sexual harassment, sexual assault, dating and domestic violence, and stalking are forms of sex discrimination, which are prohibited under Title IX and by City University of Seattle policy. City University of Seattle also prohibits retaliation against any person opposing discrimination or participating in any discrimination investigation or complaint process internal or external to the institution. Questions regarding Title IX, including its application and/or concerns about noncompliance, should be directed to the Title IX Coordinator. For a complete copy of the policy or for more information, visit https://my.cityu.edu/titleix or contact the Title IX Coordinator.

In Canada, in compliance with the British Columbia Human Rights Code, the Alberta Human Rights Act, WorksafeBC, and the Workers' Compensation Board of Alberta, the University believes that its environment should at all times be supportive and respectful of the dignity and self-esteem of individuals. Discrimination, harassment and bullying conduct, whether through person to person behaviour or via electronic communications such as email or social media is not acceptable and will not be tolerated. As an educational institution, it is our responsibility to cultivate an environment of excellence, equity, mutual respect and to recognize the value and potential of every individual. The University will take all necessary steps to meet or exceed the requirements of the law to prevent discrimination, harassment and bullying. The Respectful Workplace Policy for the prevention of discrimination, harassment and bullying policy and procedure can be found at https://www.cityu.edu/discover-cityu/about-cityu/ under the Policies section or at https://www.cityuniversity.ca/about/ .

Religious Accommodations

City University of Seattle has a policy for accommodation of student absences or significant hardship due to reasons of faith or conscience, or for organized religious activities. The University's policy, including more information about how to request an accommodation, is available in the University Catalog and on the my.cityu.edu student portal. Accommodations must be requested by the 20% mark of this course (e.g. day 14 of a ten-week course, day 7 of a 5-week course) using the Religious Accommodations Request Form found on the student dashboard in the my.cityu.edu student portal.

Academic Integrity

Academic integrity in students requires the pursuit of scholarly activity that is free from fraud, deception and unauthorized collaboration with other individuals. You are responsible for understanding CityU's policy on academic integrity and adhering to its standards in meeting all course requirements. A complete copy of this policy can be found in the University Catalog in the section titled *Scholastic Honesty* under *Student Rights & Responsibilities*.

Attendance

Students taking courses in any format at the University are expected to be diligent in their studies and to attend class regularly.

Regular class attendance is important in achieving learning outcomes in the course and may be a valid consideration in determining the final grade. For classes where a physical presence is required, a student has attended if s/he is present at any time during the class session. For online classes, a student has attended if s/he has posted or submitted an assignment. A complete copy of this policy can be found in the University Catalog in the section titled *Attendance Policy for Mixed Mode, Online and Correspondence Courses*.

SUPPORT SERVICES

Disability Services Accommodations Statement

Students with a documented disability who wish to request academic accommodations are encouraged to contact Disability Support Services to discuss accommodation requests and eligibility requirements. Please contact Disability Support Services at *disability@cityu.edu* or 206.239.4752 or visit the Disability Support Services page in the my.cityu.edu portal. Confidentiality will be observed in all inquiries. Once approved, information about academic accommodations will be shared with course instructors.
Library Services

CityU librarians are available to help you find the resources and information you need to succeed in this course. Contact a CityU librarian through the *Ask a Librarian* service, or access library resources and services online, 24 hours a day, seven days a week.

Smarthinking

As a CityU student, you have access to 10 free hours of online tutoring offered through Smarthinking, including writing support, from certified tutors 24 hours a day, seven days a week. Contact CityU's Student Support Center at help@cityu.edu to request your user name and password.