

Brief Course Outline

Course Title: Operations Management

Course Number and Section:

MOS

3330A 550

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Disclaimer: Information in the brief course outline is subject to change. The syllabus posted on OWL is the official and authoritative source of information for the course.

Course Description:

Operations is the term that refers to the process by which an organization converts inputs (e.g. labor, material, knowledge, equipment) into outputs (goods and/or services) for both internal and external markets. In this course, we will study how to manage this process. MOS 3330 is an introductory course providing an overview of the operations management concept used as a framework for analyzing operations management situations and as a basis for general management situations. We will study strategic issues related to how firms determine the way in which they will compete as well as tactical and operational decision making. Topics include: scheduling, forecasting and planning, inventory policy, queueing theory, and aggregate planning.

Learning Outcomes:

to develop your decision-making skills by applying operations management concepts to business situations.

to expose you to the main concepts of operations management in manufacturing, service, and other organizations that model the expectations of future employers.

to provide you with useful tools for problem solving in business and government environments.

to provide you with opportunities to hone and demonstrate effective written & oral communication skills, and strengthen team work abilities.

Textbooks and Course Materials:

Heizer, J., Render, B., Munson, C. & Griffin, P. (2020), Operations Management: Sustainability and Supply Chain Management (3rd Cdn. Ed.), Pearson: Toronto, ON
Cost : C\$64.00

Methods Of Evaluation:

Assignment	Due Date mm/dd/yy	Weight - %
Assignments		18%
Midterm Exam		31%

Assignment	Due Date mm/dd/yy	Weight - %
Group Project		20%
Final Exam		31%

In solidarity with the Anishinaabe, Haudenosaunee, Lūnaapéewak, and Chonnonton peoples on whose traditional treaty and unceded territories this course is shared.

Saturday, April 19, 2025