

## Brief Course Outline

**Course Title:** Operations Management

**Course Number and Section:**

MOS

3330A 551

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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 engaging 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, facility location, lean management and quality control.

### 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 teamwork abilities.

### Textbooks and Course Materials:

1. Heizer, J., Render, B., Munson C., & Griffin, P., (2023), Operations Management: Sustainability and supply chain management (4th Canadian Ed.), Pearson: Toronto, ON
  - a. Pearson Canada Publishing Cost: e-textbook \$67.99
  - b. Operations Management: Sustainability and Supply Chain Management, Canadian Edition
2. IVEY CASE PACKAGE, link for purchase : <https://www.iveypublishing.ca/s/>
  - a. Final Group Case : Approx.cost \$5.45
  - b. Class Case :Approx.\$5.45

**Methods Of Evaluation:**

Assignment	Due Date mm/dd/yy	Weight - %
In-class Participation/Contribution/Attendance	ongoing	5
Application Activities, Quizzes, Dropbox and Discussion Posts	on-going	30%
Individual Mid-Term Exam	Week 6~7	35%
Group Case Report	Week 10	15%
Group Case Presentation	Week 11	10%
Peer Evals	Week 12	5%

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

Monday, August 18, 2025