

***Disclaimer:** This is a sample course outline and is subject to change. Official course outlines will vary depending on delivery format and instructor*

Territory Acknowledgement

We acknowledge and respect the lək'wəŋən peoples on whose traditional territory the university stands and the Songhees, Esquimalt and W SÁNEĆ peoples whose historical relationships with the land continue to this day.

BMBA 260: Operations Management

Course Description

Operations management is relevant to the transformation process that begins with inputs and ends with the outputs directly connected with producing a good or providing a service.

This course introduces you to basic operations management concepts while examining the strategic implications of an operations strategy. It will provide foundational knowledge about process, layout and flow options available to an organization for the efficient and effective use of labour and capital. It further introduces issues, techniques and tools to plan, design, manage and control key elements of procurement, supply chain, inventory, distribution, scheduling, quality and continuous improvement.

You will integrate your learning of operations management with other functional areas of business and learn about ethical, sustainable, global and cross-cultural implications in operations management. Throughout this course you will engage in large and small group discussions and projects, often using a case study methodology, and complete a capstone operations project as a team and present your findings.

Learning Outcomes

Upon completion of this course, you will be able to:

- Propose and evaluate alternatives for a firm's operations strategy based on primary concerns and factors.
- Describe and analyze the types of factors and elements involved in operations planning, processes and control.
- Apply the key analytical tools and techniques used in operations management in a variety of settings.
- Evaluate the connection between productivity and quality and apply tools to manage quality and risk.
- Assess global, cross-cultural and Indigenous perspectives within operations management.
- Apply ethical perspectives, social responsibility and sustainability to operations management.
- As a team, evaluate and analyze business cases, and propose solutions to issues.

Resources

You will need to read and gather information from several sources to complete your assignments. The introduction page in each unit lists the required and optional readings for that unit.

There is also required textbook *Operations Management, 10th Edition*, Nigel Slack, Alistair Brandon-Jones and Nicola Burgess. Pearson Canada, available from the UVic Bookstore.

Weekly Schedule

Week	Topics	Readings and Activities
Week 1	Introduction to Operations Management	Complete the introduction on the forum page.
Week 2	Operations and Strategy	Case Study Discussion Forum
Week 3	Process and Layout	Quiz One
Week 4	Tasks and Flow	Work on Assignment #1 with your group
Week 5	People, Jobs and Organization	Assignment #1 with your group
Week 6	Service vs. Manufacturing Operations	Case Study Discussion Forum
Week 7	Introduction to Supply Chain Management	Case Study Discussion Forum
Week 8	Inventory and Logistics	Work on Assignment #2
Week 9	Managing Operations	Assignment #2
Week 10	Controlling and Measuring Operations	Quiz Two Work as a group on the final assignment
Week 11	Quality Management	Case Study Discussion Forum Continue Work on Final Assignment
Week 12	Risk Management, Improvement, Innovation and Technology	Submit Written portion of final assignment with your group
Week 13	Wrap Up	Presentation portion of final assignment with your group in class

Evaluation

Assignment	Descriptions	Mark
Quizzes 1	This exam consists multiple choice and written response questions. You will respond to each of the questions by selecting the best answer on your screen. When you are finished the quiz ensure you select the ' Submit Quiz ' button at the bottom of the page to save your answers. You have 45 minutes to complete this Quiz.	5%
Assignment 1 (Group)	In this assignment, you will work as a group to propose a process and layout for the arrival and participation of 300 attendees at a planned community clean-up project to clean and restore Banfield Park. This process should include all the elements for a successful event. Your response should include a detailed process flow (PERT) chart and a layout diagram. Include any other tools and elements that were discussed in class that you deem appropriate.	20%

Assignment 2 (Individual)	<p>Consider the supply chain issues for the business Spirits of the West Coast</p> <ol style="list-style-type: none"> 1. Map out the supply chain using the techniques from class. Analyze the supply chain using tools that we discussed in the units so far in the course. Include other diagrams as necessary. 2. Make recommendations about what elements to outsource and what elements to keep within direct organizational control and support those recommendations with specific rationale for this company with advantages and disadvantages of the alternatives. 3. Identify procurement, inventory, and logistics needs to distribute the products to an international market and recommend approaches for this specific company highlighting advantages and disadvantages. 	30%
Quiz 2	<p>This exam consists of multiple choice, true/false, and calculation questions. You will respond to each of the questions by selecting the best answer on your screen. When you are finished the quiz ensure you select the 'Submit Quiz' button at the bottom of the page to save your answers. You have 60 minutes to complete this Quiz</p>	5%
Final Assignment (3) Written Report (Group)	<p>As a group, prepare a comprehensive operational analysis of the assigned business. Note this assigned business will rotate from term to term and will be announced via the announcements forums in week 9. Apply the concepts and theories discussed throughout the course to address the components below. You will draw from the course notes and available web resources as well as your own research to answer the questions.</p>	15%
Final Assignment (3) Presentation (Group)	<p>Based on your Assignment 3 Capstone Group Assignment Report, each group will deliver a 10 minute presentation (time-limited) to pitch their recommendations to the executive team. Groups will explain their key findings and overall recommendations in the presentation. You will not have enough time to cover all elements from your written response and will need to focus on the key findings and recommendations. All group members are expected to participate in the presentation. The presentation is treated with the same importance as a final exam.</p>	15%
Participation Case Study Discussions	<p>During class time, you will participate in four case study discussions in BMBA 260. Details of each case study are found in each of the Case Study Discussion Activities, and the discussion itself will occur during class, as organized by your instructor. Note that participation in all four discussions is a requirement for successful completion of the course.</p>	15%
TOTAL		100%

Usage of GenAI

Please be advised that in this course you are **not authorized** to use any form of generative AI. In order to successfully complete course activities, **generative AI is not required nor welcomed**. Students should not make any use of generative AI tools such as ChatGPT, Grammarly, among others that use AI for content generation and editing. As the University of Victoria states in its Academic Integrity Policy “Academic integrity requires commitment to the values of honesty, trust, fairness, respect, and responsibility.”. Therefore, I expect you to comply with the course syllabus and I encourage you to enhance your academic experience in this course by refraining from using generative AI.

Attendance Requirements

The course emphasizes **active engagement, collaborative teamwork, and hands-on learning**. Attendance is crucial and considered mandatory for all participants for all sessions (full 3 hours) of the course. Please inform your instructor in advance if you're unable to attend any class sessions. Please note that missing more than one session (3 hours) requires a valid and sufficient reason for absence with verifiable circumstances that substantially prevent your attendance. Your commitment to active participation significantly contributes to your learning experience in this course.

Participation Expectations

- Instructors will track attendance and participation throughout the term. Students who do not attend class may be assigned an "N" grade for the course. Attendance will be taken within the first 15 minutes of class and may be taken later as a second check.
- **If you arrive later than 15 minutes, the door will be closed. Please wait until breaktime to enter the class.**
- Instructors can assign a **final grade of N or refuse** a student to **write a final exam, final assignment, or any assignment that follows multiple absences** or misconduct **if a learner has failed to meet the course's minimum attendance requirements** as identified above. They may also refuse admission to a lecture, learning activity, assignment, or exam because of lateness, misconduct, inattention, or failure to meet the responsibilities of the course noted in this outline.
- The instructor reserves the right to not grade assignments submitted by students who have not maintained regular attendance and participation, and a zero grade being assessed for non-submission.
- Missing **more than one session (3 hours)** requires a valid and sufficient reason for absence.
- Arrive on time and remain for the full session; leaving without permission will be marked **absent**. Please note that work schedule conflicts as well as car, bus, carpooling, or ferry delays are generally not accepted as sufficient reasons for absence beyond the one-session limit.
- Students are expected to actively interact with **course materials, peers, and instructors**, including contributing to discussions and teamwork.
- Students are expected to complete assignments and assessments on time and submit work by the due date.
- **Technology use** (cell phones, tablets, laptops, smart glasses/ watches) must be limited to course-related activities only.
- Participation includes respectful active listening, not just talking.
- This course is delivered in a collaborative, discussion-based learning environment. Students are expected to demonstrate respectful and attentive behaviour at all times.
- University policy allows an instructor to refuse a student admission to class because of lateness, misconduct, disruptive behaviour, inattention, or failure to meet the responsibilities of the course.
- It is students' responsibility to be familiar with the criteria in which they are being assessed for this course. Please refer to the specific information under each assessment.

Group Participation Expectations

- Active participation in group work and meetings is required. Students who fail to attend or contribute to group work may be removed from their group, at the instructor's discretion, and deemed ineligible to participate in or receive marks for the group project, including the group presentation.

SAMPLE