



CARLETON UNIVERSITY
SPROTT SCHOOL OF BUSINESS
BUSI 2301
INTRODUCTION TO SUPPLY AND OPERATIONS MANAGEMENT

Instructor: Dr. Ahmed Doha

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Teaching Assistant (TA): Current assignment is announced in Brightspace.

Teaching Assistant Email: See Brightspace for the current offering.

Teaching Assistant Office Hours: See Brightspace for the current offering.

Schedule: One weekly three-hour class. Section-specific meeting dates and time are published in Banner and Brightspace.

Delivery mode: Current lecture, quiz, and final-examination delivery details are published in Banner and Brightspace.

Lecture Room: See Banner and Brightspace for the current section.

Pre-requisites & precluded Courses: Second year standing. Restricted to selected Sprott programs. Lecture three hours a week

Course Calendar description from the current University calendar: Concepts, models, and managerial issues in planning, designing, operating and controlling systems across supply chains for the provision of goods and services. Emphasis on basic ideas and tools.

Course Description: This course is an introduction to the field of supply chain and operations management. This course discusses how contemporary organizations can effectively and efficiently manage designing goods and services, designing manufacturing processes, scheduling and forecasting, improving and assuring quality, and supply chain management. The topics covered including strategic issues and operational decisions are conceptual and quantitative in nature. This course is important for professionals in all business concentrations as it explains contemporary frameworks and analytical tools that help understand core supply chain and operations management issues.

Required Materials

Textbook: William J. Stevenson, Hyde Mottaghi, Behrouz Bakhtiari, 2024, Operations & Supply Chain Management, 8th Canadian Edition, McGraw-Hill, Toronto. ISBN: 9781264855872 (print); 9781265805982 (eBook); 9781265798741 (Connect); 9781265851941 (Connect + Print).
Chapter supplements assigned in this course — Supplement 5S: Decision Theory and Supplement 6S: Linear Programming — are not in the printed text; they are provided online through McGraw-Hill Connect.

Presentation Slides: Before each class, the instructor will post a slide deck in Brightspace. The slides identify the parts of each chapter included in course coverage.

Course Evaluation

Grade Distribution

Quiz 1	10%
Quiz 2	10%
Quiz 3	10%
Attendance	10%
Final Exam	60%

Quizzes

The quizzes act in lieu of a midterm exam. Topics covered by the quizzes will not be covered in the final exam. Three quizzes are completed during the first 30 minutes of the classes identified in the course sequence. The current submission method and access instructions are posted in Brightspace. Only University-approved reasons for missing a quiz will be considered. Any collaboration among students will be considered plagiarism and will be subject to appropriate academic penalties.

Attendance

Class attendance is important and is part of the overall grade. Attendance is recorded electronically using the method announced in Brightspace; a connected device may be required in class. To earn the full attendance mark, a student must miss no more than two classes and complete the announced electronic attendance check in class. Missing more than two classes is highly discouraged and will result in a 50% reduction in the overall attendance grade.

Final Exam

The final exam is non-cumulative and focuses only on topics not covered by the three quizzes. Both quantitative and qualitative questions can be expected. The University publishes the official date and time; current location and delivery details appear in Banner and Brightspace. The scheduling office determines eligibility for a deferred final examination. Students who do not obtain at least a 50% average on their term work for the course (the quizzes) may be refused permission by the instructor to take the final examination and, in that case, will fail the course.

Practice Questions

Each week before class, the instructor will post practice questions along with the solutions. Students are not required to submit their solutions and there is no grade assigned to this activity.

General Guidelines**Miscellaneous**

- Students who miss a deadline or examination because of University-approved circumstances may qualify for accommodation. Requests follow the current University process and timelines; the instructor determines the appropriate form and schedule of an approved accommodation.
- Students should use their cmail account and not any other email accounts to communicate with the instructor or the TA.

Study Best Practices

This section offers advice on best study practices to do well in this course. In average, you should aim to dedicate about six hours per week to study the subject. Three hours lecture, and three additional hours for reading the textbook chapter(s) on the week's subject and for doing some practice problems. If you encountered a challenge learning a concept or solving a problem, then refer to the slides and/or the textbook. If the challenge persists, then do reach out to the teaching team (first the TA and then the instructor if needed) to get any questions or ambiguities clarified. When working on the practice problems published each week, make sure you first finalize working on the problems before benchmarking your answers with the published solution. Do not take any peek at the solution prior to developing your own solutions regardless of how correct they may be. Just reading the problem and its solution will do you no good in encountering the intended challenge(s) in typical exam problems and consequently in getting you trained to elect the best ways to deal with these encounters.

Academic Support

There is a number of ways to get the support you need while studying this course. You can send an email with your question(s) first to the TA and then to the instructor if needed. You can also meet with the TA during office hours (email appointment needed) to discuss your questions(s) in real time.

Tentative Schedule

Class	Topic	Assessment
1	Chapter 1: Introduction to Operations Management; Chapter 2: Competitiveness, Strategy, and Productivity	
2	Chapter 4: Product and Service Design	
3	Chapter 6: Process Design and Facility Layout	
4	Chapter 5: Strategic Capacity Planning; Supplement 5S: Decision Theory (on Connect)	
5	Chapter 8: Global Location Planning and Analysis	Quiz 1 (Chapter 5 and Supplement 5S)
6	Chapter 11: Inventory Management	
7	Chapter 15: Supply Chain Management and Logistics	Quiz 2 (Chapter 11)
8	Supplement 6S: Linear Programming (on Connect)	
9	Chapter 3: Demand Forecasting	
10	Chapter 12: Aggregate Operations Planning and Master Scheduling	Quiz 3 (Chapter 3)
11	Chapter 13: MRP, DRP, and ERP	
12	Chapter 9: Quality Management and Six Sigma; Chapter 10: Statistical Quality Control	
13	General Practice	

The table contains 13 instructional classes. University-scheduled breaks are not numbered as classes; current meeting dates and breaks are published in Banner and Brightspace.

Final examination: The University schedules the final examination after the instructional sequence. The official date and time and current location or delivery details are published in Banner and Brightspace.

ADDITIONAL INFORMATION

Course Sharing Websites

Materials created for this course (including presentations and posted notes, labs, case studies, assignments and exams) remain the intellectual property of the author(s). They are intended for personal use and may not be reproduced or redistributed without prior written consent of the author(s).

Required calculator in BUSI course examinations

If you are purchasing a calculator, we recommend any one of the following options: Texas Instruments BA II Plus (including Pro Model), Hewlett Packard HP 12C (including Platinum model), Staples Financial Calculator, Sharp EL-738C & Hewlett Packard HP 10bII

Group work

The Sprott School of Business encourages group assignments in the school for several reasons. They provide you with opportunities to develop and enhance interpersonal, communication, leadership, follower-ship and other group skills. Group assignments are also good for learning integrative skills for putting together a complex task. Your professor may assign one or more group tasks/assignments/projects in this course. Before embarking on a specific problem as a group, it is your responsibility to ensure that the problem is meant to be a group assignment and not an individual one.

In accordance with the current Carleton University Undergraduate Calendar, the letter grades assigned in this course have the following percentage equivalents:

A+ = 90-100	B+ = 77-79	C+ = 67-69	D+ = 57-59
A = 85-89	B = 73-76	C = 63-66	D = 53-56
A - = 80-84	B - = 70-72	C - = 60-62	D - = 50-52
F = Below 50			

Grades entered by Registrar:

WDN = Withdrawn from the course

DEF = Deferred

Academic Regulations

University rules regarding registration, withdrawal, appealing marks, and most anything else you might need to know can be found on the university's website, here: <http://calendar.carleton.ca/undergrad/regulations/academicregulationsoftheuniversity/>

Requests for Academic Accommodation

Students who need academic accommodation should follow Carleton's current processes and timelines at students.carleton.ca/course-outline and initiate requests as early as possible.

Pregnancy obligation

Follow the current University accommodation process at students.carleton.ca/course-outline and contact the instructor as early as possible so approved arrangements can be implemented.

Religious obligation

Follow the current University accommodation process at students.carleton.ca/course-outline and contact the instructor as early as possible so approved arrangements can be implemented.

Academic Accommodations for Students with Disabilities

Follow the current University accommodation process at students.carleton.ca/course-outline and contact the instructor as early as possible so approved arrangements can be implemented.

Survivors of Sexual Violence

As a community, Carleton University is committed to maintaining a positive learning, working and living environment where sexual violence will not be tolerated, and its survivors are supported through academic accommodations as per Carleton's Sexual Violence Policy. For more information about the services available at the university and to obtain information about sexual violence and/or support, visit: carleton.ca/sexualviolence-support

Accommodation for Student Activities

Carleton University recognizes the benefits of student activities beyond the classroom and provides reasonable accommodation for eligible students who compete or perform at the national or international level. Follow the current University process at students.carleton.ca/course-outline and contact the instructor as early as possible.

<https://carleton.ca/senate/wp-content/uploads/Accommodation-for-StudentActivities-1.pdf>

For more information on academic accommodation, please contact the departmental administrator or visit: students.carleton.ca/course-outline

Academic Integrity

Violations of academic integrity are a serious academic offence. Violations of academic integrity – presenting another's ideas, arguments, words or images as your own, using unauthorized material, misrepresentation, fabricating or misrepresenting research data, unauthorized co-operation or collaboration or completing work for another student – weaken the quality of the degree and will not be tolerated. Penalties may include; a grade of Failure on the submitted work and/or course; academic probation; a refusal of permission to continue or to register in a specific degree program; suspension from fulltime studies; suspension from all studies at Carleton; expulsion from Carleton, amongst others. Students are expected to familiarize themselves with and follow the

Carleton University Student Academic Integrity Policy which is available, along with resources for compliance at: <https://carleton.ca/registrar/academic-integrity/>.

Sprott Student Services

Sprott Student Services provides academic advising, study-skills guidance, and academic-success support. Current services, locations, and hours are published on the Sprott School of Business website.

Centre for Student Academic Support

The Centre for Student Academic Support (CSAS) is a centralized collection of learning support services designed to help students achieve their goals and improve their learning both inside and outside the classroom. CSAS offers academic assistance with course content, academic writing and skills development. Visit CSAS on the 4th floor of MacOdrum Library or online at: carleton.ca/csas.

Important Information:

- Students must always retain a hard copy of all work that is submitted.
 - All final grades are subject to the Dean's approval.
 - For us to respond to your emails, we need to see your full name, CU ID, and the email must be written from your valid CARLETON address. Therefore, in order to respond to your inquiries, please send all email from your Carleton CMail account. If you do not have or have yet to activate this account, you may wish to do so by visiting <https://carleton.ca/its/get-started/new-students-2/>
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