

OM 411 Course Outline – Winter 2014

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Office hours: by appointment
(email 2-3 available times)

Required Texts:

1. Managing Business Process Flows, 3rd Ed. by Anupindi, Chopra, Deshmukh, Van Mieghem, and Zemel, Prentice Hall, 2012,
2. The Goal: A Process of Ongoing Improvement, 25th Anniversary Edition by Eliyahu M. Goldratt, North River Press, 2012,
3. Course Package: A course package containing the cases will be printed and will be required.

Course description: Businesses use processes to produce and deliver goods and services to customers. This course is about the conceptual and quantitative analysis of business processes. The emphasis is on strategic and tactical decision making about operations so as to create competitive advantage for the organization. The topics covered may include process flow analysis, inventory management, queuing, and quality. The topics will be illustrated through discussion and analysis of several case studies. The topics and techniques selected for this course are applicable to a wide variety of industries.

Class meetings:

Schedule	Location
Tuesdays 6:00 – 9:00 PM	BUS 1-09, Computer lab Business B-24

Unless otherwise stated, starting with the second lecture on January 14, 2014, we will meet in the computer lab B-24.

Assessment: This course will be driven by the textbook and the cases. Therefore, attendance and participation are important. We will follow the textbook reasonably closely so the chapters in the book will give you a rough roadmap for the semester. Week by week, more specific guidelines will be given on the uLearn website. We will use this website extensively in this course, so make sure that you check it frequently.

Case Studies: There are seven cases in the course pack. We will discuss these cases during seven of our lectures. Students must come to class prepared for the case discussions. Please see the course schedule below for the tentative dates and titles of case study discussions. For some of the cases, we can have group discussions and/or activities in class. After discussing each case in class, a homework will be assigned to be completed individually. Besides case related questions, these assignments may contain questions based on our discussions and the textbook.

The Goal: This is a textbook disguised as a novel. As a novel, it won't win any prizes. As a textbook it is quite effective. Each week you will be required to read four chapters from this book and answer a short question or a few multiple choice questions, testing whether you read the book or not. These tests will be web based quizzes to be answered out-of-class during the designated hours.

Final Exam: There will be a final exam at the end of the semester. It will be an open book, 3-hour exam. The exam is tentatively scheduled to be on **April 8, 2014, Thursday, between 6:00-9:00 PM.**

Evaluation: The course mark will be based on:

Assessment	Weight	Comments
Class participation	10%	Lectures 1 -13
Web quizzes	10%	1% each. 10 web quizzes based on The Goal.
Homework 1-7	35%	5% each
Final exam	45%	3 hour, open book exam
Total	100%	

- **Class Participation** grade includes 2 elements: Attendance and active participation.

Timetable:

Lecture	Date	Chapters	Case	Assignments
1	07-Jan-14	1,2- Intro		
2	14-Jan-14	3- Little's Law	Samsung	
3	21-Jan-14	4- Flowtime		
4	28-Jan-14	5- Capacity	Kristen's Cookie Co.	Homework 1
5	04-Feb-14	6- Inventory I		
6	11-Feb-14	6- Inventory II	National Cranberry	Homework 2
	18-Feb-14	READING WEEK (No class)		
7	25-Feb-14	7- Safety Stock	Palu Gear	Homework 3
8	04-Mar-14	8- Queuing I		
9	11-Mar-14	8- Queuing II	University Health Services	Homework 4
10	18-Mar-14	8- Queuing III	Logan Airport	Homework 5
11	25-Mar-14	9- Process Control		
12	01-Apr-14	10- Lean Operations	Toyota	Homework 6
13	08-Apr-14	Final Exam, 6:00-9:00 PM		Homework 7

Notes: Policy about course outlines can be found in §23.4(2) of the University Calendar.

Students who require accommodations in this course due to a disability affecting mobility, vision, hearing, learning, or mental or physical health are advised to discuss their needs with Specialized Support and Disability Services (SSDS), 2-800 Students' Union Building, 492-3381 (phone) or 492-7269 (TTY).

Recording is permitted only with the prior written consent of the professor or if recording is part of an approved accommodation plan.

The University of Alberta is committed to the highest standards of academic integrity and honesty. Students are expected to be familiar with these standards regarding academic honesty and to uphold the policies of the University in this respect. Students are particularly urged to familiarize themselves with the provisions of the Code of Student Behaviour (online at www.governance.ualberta.ca) and avoid any behaviour which could potentially result in suspicions of cheating, plagiarism, misrepresentation of facts and/or participation in an offence. Academic dishonesty is a serious offence and can result in suspension or expulsion from the University. All assignments (except for the group activities) are to be completed individually. However, I recognize the value of studying together and comparing notes when working on assignments. To help you judge what I consider acceptable and non-acceptable collaboration, consider the following:

Do's:

- Discuss the course material with other students.
- Ask classmates for help when you are stumped.
- Offer help to other students.
- Do your own work.

Don'ts:

- Discuss numerical answers with other students.
- Use someone else's words without proper attribution. The best way to avoid using another student's words is to never look at another student's written answers to an assignment. If you quote an article, book, web page, or any other source, then you must reference that source.
- Copy another student's spreadsheet file or other computer file. There are no exceptions to this rule. Copying another student's file for an assignment (or another group's work, for the group activities) is not acceptable, under any circumstances. It is immaterial whether the copying is done electronically or manually.