University of Alberta
Alberta School of Business
Department of Accounting and Business Analytics

OM 411 Course Outline – Winter 2021

Instructor: Saied Samiedaluie, Ph.D.

Office hours: By appointment **Email**: samiedal@ualberta.ca

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 case studies will be available for online purchase.

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:

Time: Tuesday, 18:00-21:00 Location: Remote Delivery

No classes on Feb. 16th (Reading Week)

Lectures will be delivered synchronously via Zoom (instructions on how to connect will be available on eClass).

Assessment: This course will be driven by the textbook and the case studies. Therefore, attendance and active participation in the class are very important. We will follow the textbook #1 reasonably closely so the chapters of the book will give you a rough roadmap for the semester. Week by week, course materials will be posted on the eClass website. We will use this website extensively in this course, so make sure that you check it frequently.

***Case Studies**:* There are six cases in the course pack. We will discuss these cases, plus an additional case to be handed out later in the term, during seven of our lectures. Students must come to class prepared for the case discussions. For some of the cases, we may have group discussions and/or activities in class. Homeworks may contain questions based on our case study discussions – *homeworks are assigned to be completed individually.*

***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 few multiple choice questions and/or short essays, testing your understanding of the concepts mentioned in the book. These tests will be web based quizzes, posted to the eClass and 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 scheduled to be on **Tuesday, April 13, 2021, between 18:00-21:00.**

Please note that the final exam schedule is published by the Office of the Registrar and therefore, the date and time cannot be changed.

Note: The final exam in this course will be monitored using Smart Exam Monitor (SEM). SEM requires

students to have the following:

- Chrome browser
- Webcam
- Functional microphone
- Device: Laptop, desktop, or Chromebook (tablets and iPads are not supported)
- Operating system: OSX, Windows, ChromeOS
- Fully charged device and/or power supply

To ensure the integrity of the exam taking environment, students MUST check in advance that their device meets all of these requirements.

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*
Assignments 1-8	40%	5% each
Final exam	40%	3-hour, open book exam
Total	100%	

* **Class Participation** grade includes two elements: attendance and active participation.

Student learning outcomes: This course is designed to develop an understanding of the following key areas and their interrelationships:

- The core concepts in operations management,
- The key drivers of the process performance,
- Analytic methodologies for operations management analysis.

This course incorporates the Learning Goals of the BCom Program, in particular: critical thinking, quantitative skills, and written communications. For complete descriptions of the Learning Goals of the BCom program, see:
http://business.ualberta.ca/programs/bachelor-of-commerce/prospective-students/about/learning-goals

Topics:

- Process view of organizations
- Operations strategy
- Process flow analysis
- Inventory management
- Queuing analysis
- Process control
- Lean operations

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 Student Accessibility Services, 1-80 Students' Union Building, arrec@ualberta.ca, www.uab.ca/accessibility, 780-492-3381.

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.