

YORK UNIVERSITY
School of Administrative Studies
AP/ADMS 3351 Section A, Operations Management
Cross-listed as AP/ECON 3120
Summer 2019 S1
Wednesdays and Fridays 4:00pm – 7:00pm, Rm: Ross S205

Course Director: Assoc. Prof. Mustafa Karakul

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Office hours : After classes, at Atkinson 260A (*By appointment*)*

Course Description:

Management of operations in today's business environment usually involves mathematical and statistical modeling. This course provides a working understanding of the operations management models and techniques such as process analysis, quality management, aggregate planning, inventory control, and material requirements planning.

Prerequisite: AP/ADMS 2320 3.0 (or AP/ECON 2500 3.0)

Course Website:

<https://moodle.yorku.ca/>

Required Textbook:

F.R. Jacobs, R.B. Chase, *Operations and Supply Chain Management: The Core*, 4th Edition, McGraw-Hill Ryerson, 2017.

Supporting/Additional material (if any) will be posted on the course website.

Marking Scheme:

Test – I	25 %
Test – II	25 %
Attendance	5 %
Final Exam	45 %
Total	100 %

**send email at-least 24 hours prior to the office hour.*

Course Schedule:

Note that the course schedule below is subject to change as deemed appropriate/necessary by the Professor during the semester.

Check the course website periodically for possible changes in coverage.

Session	Date	Topic	Chapters
1	May 1	Operations & Supply Chain Management Operations & Supply Chain Strategy Projects	1 2 5
2	May 3	Projects (Cont'd)	5
3	May 8	Manufacturing Processes Break Even Analysis	6 6A
4	May 10	Service Processes	7
5	May 15	Term Test I - beginning of class – 90 minutes – location TBA Quality Management and Six-Sigma	Chapters 1, 2, 5, 6,6A 10
6	May 17	Quality Management and Six-Sigma (Cont'd)	10
7	May 22	Forecasting	3
8	May 24	Sales & Operations Planning	8
9	May 29	Term Test II - beginning of class – 90 minutes – location TBA Inventory Management	Chapters 3, 7, 10 11
10	May 31	Inventory Management [Cont'd]	11
11	June 5	Inventory Management [Cont'd]	11
12	June 7	Material Requirements Planning	9
Final Examination (June 12-14) (Date, time & location to be announced on registrar/university website)			Cumulative*

Tutorials: Information will be posted on the course website.

*** If the student wrote both term tests, focus will be on Chs 8,9,11. If a student missed a term test (or both term tests), his/her final exam will be a more balanced comprehensive exam.**

Attendance:

1. From all lecture sessions, six sessions will be randomly picked for attendance.
2. Among those six Attendance five will be counted towards 5% worth (1% each). For example, if you signed for attendance in four randomly picked sessions and missed two, you will achieve 4% out 5% for the attendance.
3. There is no alternative for the attendance.
4. Attendances can be taken any time during the selected lecture session.
5. *During Attendance, you are not allowed to leave the room even you signed the sheet, unless it is completed.*
6. *During Attendance, you are not allowed to use any electronics gadget, like Laptop, Netbook, Ipad, Tablets, smart Phones, etc. Please place them in bag, Not on desk.*
7. You might need to show your photo ID, if asked.
8. Once attendance is completed during the selected lecture session, No name will be added further.
9. *There might be more than one attendance taken in one lecture. Your signature needs to be on both sheets for you to be counted as attended that class in full.*
10. If you must miss a class, it is suggested that you try to obtain any missed notes from a classmate. The professor **will** discuss topics that are not covered in the textbook. However, NOT all class material will be available online. Please note that you are responsible for everything taken up in class (whether covered in the textbook or not).

Tests/Exam:

- There will be two tests within the term and a final exam. Both term tests and the final examination may consist of multiple choice questions and questions/problems requiring full answers/solutions. Tests and Exam are closed book and notes, however, a Formula Sheet will be provided, if required.

Answers for Multiple choice and True False must be recorded on SCANTRON by pencil within designated time of the Testing components, NO EXTRA time will be granted to bubble Scantrons. No Excuse, like, "I did all, just need to bubble."

If more than one version of Test/Exam given, it is your responsibility to correctly bubble /mark the version on SCANTRON under "Test Form".

Students **MUST** bubble/mark their student number on the scantron sheet properly.

Multiple choice and True False will not be returned to the students, you will get your marks, however you can review on individual basis during office hours. To review, you must submit your request via email within seven days from the return date not from your collection date. When reviewing you are not allowed to take notes, pictures or copy any part of the testing instrument.

- If you miss a term test, the weight of **one and only one** missed test (25%) will be automatically transferred (no documents such as doctor's note needed) to the final examination. If you miss both term tests, your final examination will only weigh 70%.
- The final exam will be *comprehensive*. However, the 70% final exam will be *more balanced* than the one to be written by the rest of the class. Exams are **closed** book and notes. However, a formula sheet will be provided by the professor for each exam.
- Do not write a test/exam if you do not feel well. Any student who started writing a test/exam and then became sick and left his/her exam will be marked and mark/s you receive will be used. If any student feels sick on exam day, he/she should go to the doctor and inform his/her instructor within 5 days of the date of the exam (that he/she missed).

Duration and format of testing components:

Tests : 1 hour 30 minutes, **Format**: Long Problems, and Multiple Choice type Questions.

Final (45% worth) : 2.5 hours, **Format**: Long Problems, and Multiple Choice type Questions.

Final (70% worth) : 3 hours, **Format**: Long Problems, and Multiple Choice type Questions.

Students found with any of the following will be deemed to have unauthorized materials as defined in the University Policy on Academic Honesty:

- Cell phones or other communication devices,
- personal information managers (PIMs),
- electronic dictionaries,
- user-programmable calculators (only non-programmable calculators are permitted)
- pencil cases, unless a clear plastic bag

General Policy

1. You are **NOT** allowed to take pictures or record any content of the lecture.
2. Concerns regarding marks **will not be accepted after a week** from the releasing of the marks/result not from collecting the work.
3. Due to unavoidable circumstances if any lecture missed, date for make-up lecture will be announced on course web site.
4. In case of a fire alarm, students are to get up instantly, collect their personal belongings and leave the building. (You should not wait until a Professor or an invigilator tells them to do so.)
5. Students will not be allowed to write the term tests, and final exam, unless they are on the class list / sign in sheet. There will be no exceptions. It is the student's responsibility to ensure that they are properly enrolled.
6. In this course marked term tests are returned to the students, it is your duty to collect. If you didn't collect the day marked tests returned and want to collect you need to send me email with your details and I will bring in next meeting. After final exam, work will not be available.

RELEVANT UNIVERSITY REGULATIONS

Deferred Exams: Deferred standing may be granted to students who are unable to write their final examination at the scheduled time or to submit their outstanding course work on the last day of classes. Details can be found at <http://myacademicrecord.students.yorku.ca/deferred-standing>

Any request for deferred standing on medical grounds must include an Attending Physician's Statement form; a "Doctor's Note" will not be accepted.

DSA Form: http://www.registrar.yorku.ca/pdf/deferred_standing_agreement.pdf

Attending Physician's Statement form: <http://registrar.yorku.ca/pdf/attending-physicians-statement.pdf>

In order to apply for deferred standing, students must register at

<http://apps.eso.yorku.ca/apps/adms/deferredexams.nsf>

Followed by handing in a completed DSA form and supporting documentation directly to the main office of the School of Administrative Studies (282 Atkinson) and add your ticket number to the DSA form. The DSA and supporting documentation must be submitted no later than five (5) business days from the date of the exam. These requests will be considered on their merit and decisions will be made available by logging into the above mentioned link. No individualized communication will be sent by the School to the students (no letter or e-mails).

Students with approved DSA will be able to write their deferred examination during the School's deferred examination period. No further extensions of deferred exams shall be granted. The format and covered content of the deferred examination may be different from that of the originally scheduled examination. **The deferred exam may be closed book, cumulative and comprehensive and may include all subjects/topics of the textbook whether they have been covered in class or not.** Any request for deferred standing on medical grounds must include an Attending Physician's Statement form; a "Doctor's Note" will not be accepted.

NOTE: To clarify the deferred standing final exam coverage above, the deferred examination will be cumulative and cover all material for the semester. This applies to all students writing a deferred Final Exam including those who wrote both Test 1 and 2.

Academic Honesty: The Faculty of Liberal Arts and Professional Studies considers breaches of the Senate Policy on Academic Honesty to be serious matters. The Senate Policy on Academic Honesty is an affirmation and clarification for members of the University of the general obligation to maintain the highest standards of academic honesty. As a clear sense of academic honesty and responsibility is fundamental to good scholarship, the policy recognizes the general responsibility of all faculty members to foster acceptable standards of academic conduct and of the student to be mindful of and abide by such standards. Suspected breaches of academic honesty will be investigated and charges shall be laid if reasonable and probable grounds exist.

Students should review the York Academic Honesty policy for themselves at:

<http://www.yorku.ca/secretariat/policies/document.php?document=69>

Students might also wish to review the interactive on-line Tutorial for students on academic integrity, at:

<https://spark.library.yorku.ca/academic-integrity-what-is-academic-integrity/>

Grading Scheme and Feedback Policy: The grading scheme (i.e. kinds and weights of assignments, essays, exams, etc.) shall be announced, and be available in writing, within the first two weeks of class, and, under normal circumstances, graded feedback worth at least 15% of the final grade for Fall, Winter or Summer Term, and 30% for 'full year' courses offered in the Fall/Winter Term be received by students in all courses prior to the final withdrawal date from a course without receiving a grade, with the following exceptions:

Note: Under unusual and/or unforeseeable circumstances which disrupt the academic norm, instructors are expected to provide grading schemes and academic feedback in the spirit of these regulations, as soon as possible. For more information on the Grading Scheme and Feedback Policy, please visit:

<http://www.yorku.ca/univsec/policies/document.php?document=86>

In-Class Tests and Exams - the 20% Rule: For all Undergraduate courses, except those which regularly meet on Friday evening or on a weekend, tests or exams worth more than 20% will not be held in the two weeks prior to the beginning of the official examination period. For further information on the 20% Rule, please visit: <http://secretariat-policies.info.yorku.ca/policies/limits-on-the-worth-of-examinations-in-the-final-classes-of-a-term-policy/>

Reappraisals: Students may, with sufficient academic grounds, request that a final grade in a course be reappraised (which may mean the review of specific pieces of tangible work). Non-academic grounds are not relevant for grade reappraisals; in such cases, students are advised to petition to their home Faculty. Students are normally expected to first contact the course director to discuss the grade received and to request that their tangible work be reviewed. Tangible work may include written, graphic, digitized, modeled, video recording or audio recording formats, but not oral work. Students need to be aware that a request for a grade reappraisal may result in the original grade being raised, lowered or confirmed. For reappraisal procedures and information, please visit the Office of the Registrar site at:

<http://myacademicrecord.students.yorku.ca/grade-reappraisal-policy>

Accommodation Procedures: LA&PS students who have experienced a misfortune or who are too ill to attend the final examination in an ADMS course should not attempt to do so; they must pursue deferred standing. Other students should contact their home Faculty for information. For further information, please visit: <http://ds.info.yorku.ca/academic-support-accommodations/>

Religious Accommodation: York University is committed to respecting the religious beliefs and practices of all members of the community, and making accommodations for observances of special significance to adherents. For more information on religious accommodation, please visit:

<https://w2prod.sis.yorku.ca/Apps/WebObjects/cdm.woa/wa/regobs>

Academic Accommodation for Students with Disabilities (Senate Policy)

The nature and extent of accommodations shall be consistent with and supportive of the integrity of the curriculum and of the academic standards of programs or courses. Provided that students have given sufficient notice about their accommodation needs, instructors shall take reasonable steps to accommodate these needs in a manner consistent with the guidelines established hereunder. For more information, please visit the Counselling and Disability Services website at <http://www.yorku.ca/dshub/>

York's disabilities offices and the Registrar's Office work in partnership to support alternate exam and test accommodation services for students with disabilities at the Keele campus. For more information on alternate exams and tests please visit <http://www.yorku.ca/altexams/>

Please alert the Course Director as soon as possible should you require special accommodation