

YORK UNIVERSITY
School of Administrative Studies
Summer (SU) 2020, AP/ADMS 3351 Section A, Operations Management
Cross-listed as AP/ECON 3120

Course Director: Shamim Abdullah

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Time: Mondays, 4:00pm – 7:00pm

Location: Remote delivery, Virtual Classroom using ZOOM

Office Hours: Please send your questions via email, they will be answered within 24-48 hours. In certain cases, Zoom meetings can be arranged to address more complicated questions.

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*, 5th Edition, McGraw-Hill Ryerson, 2020.

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

Marking Scheme:

Test – I	25%
Test – II	25%
Quizzes (3 out of 4)	15%
Final Exam	35 %
Total	100 %

Tutorials: Tutorials will be held remotely on Saturdays 10am-1pm using ZOOM. Further information will be posted on the course Moodle site.

Technical requirements for taking the course:

- Student who are enrolled in this course must have access to a laptop or desktop computer with a camera and microphone and/or a smart device with these features.
- ***Students must also have a stable Internet connection, or they should not be taking the course.***
To determine Internet connection and speed, there are many tools available online or from your ISP.
- During test/exam it may be asked to turn on camera for confirmation of identity.
- Students who are enrolled in this course will be expected to use ZOOM software to attend lectures.

Here are some useful links for student computing information, resources and help:

- [Student Guide to Moodle](#)
- [Zoom@YorkU Best Practices](#)
- [Zoom@YorkU User Reference Guide](#)
- [Computing for Students Website](#)
- [Student Guide to eLearning at York University](#)

Academic honesty and integrity

In this course, we strive to maintain academic integrity to the highest extent possible. Please familiarize yourself with the meaning of academic integrity by completing SPARK's [Academic Integrity module](#) at the beginning of the course. Breaches of academic integrity range from cheating to plagiarism (i.e., the improper crediting of another's work, the representation of another's ideas as your own, etc.). All instances of academic dishonesty in this course will be reported to the appropriate university authorities, and can be punishable according to the [Senate Policy on Academic Honesty](#).

General Policy

1. **WARNING: Distribution or uploading of course content is STRICTLY PROHIBITIVE. All material is copyright protected.**
2. Concerns regarding marks **will not be accepted after a week** from the releasing of the marks/result.
3. Students will not be allowed to write the quizzes, term tests, or the final exam, unless they are on the class list.
4. Due to unavoidable circumstances if any lecture missed due to technical reason, date for make-up lecture will be announced on course web site.
5. Please ensure you read all documentation on the course Moodle site.
6. It is your responsibility to visit course Moodle site on a regular basis.
7. Please note that this is now a remote teaching online course. The entire course, including the lectures, participation/discussion and test/exam-taking, will take place on the course website on Moodle.
 - the recordings should be used for educational purposes only and as a means for enhancing accessibility;
 - students **do not** have permission to duplicate, copy and/or distribute the recordings outside of the class (these acts can violate not only copyright laws but also [FIPPA](#));
 - all recordings will be destroyed after the end of classes.
8. For some common language about academic integrity, and the online tools used to promote it, please see the text in blue font above.
9. This course might require the use of online proctoring for examinations. The instructor may use an online proctoring service to deliver the exam(s), which would be administered through the Learning Management System (e.g. Moodle, Canvas, etc.). Students are required to have access to minimum technology requirements to complete examinations. If an online proctoring service is used, students will need to become familiar with it at least five days before exam(s). For technology requirements, Frequently Asked Questions (FAQs) and details about the online proctoring service will be made available if used. Students are required to share any IT accommodation needs with the instructor as soon as they are able.
10. Several platforms will be used in this course (e.g., Moodle, Canvas, Zoom, etc.) through which students will interact with the course materials, the course director / TA, as well as with one another. Please review the syllabus to determine how the class meets (in whole or in part), and how office hours and presentations will be conducted.

Students shall note the following:

- Zoom is hosted on servers in the U.S. This includes recordings done through Zoom.
- If you have privacy concerns about your data, provide only your first name or a nickname when you join a session.
- The system is configured in a way that all participants are automatically notified when a session is being recorded. In other words, a session cannot be recorded without you knowing about it.

Technology requirements and FAQs for Moodle can be found here - <http://www.yorku.ca/moodle/students/faq/index.html>

Quizzes, Term Tests and Final Exam Policies

1. All quizzes, tests and exam will be done **online**.
2. Information concerning the Quizzes, Term Tests and Final Exams will be posted on course Moodle site.
3. There are 4 Quizzes, dates of which are given in the schedule below. Tests will be taken online using Moodle, and will be at the beginning of the class it is scheduled in. Quizzes will be about 20-30 minutes long. No makeups will be available, and best 3 out of 4 will count towards your overall grade.
4. There are two common term tests counting for 25% each towards the overall grade.
5. Both term tests and the final examination may consist of multiple-choice questions and worded questions.
6. If you miss a term test, the weight of one and only one missed test (25%) will be **automatically (no documents such as doctor notes needed)** transferred to the final examination. If you miss both term tests, your final examination will only weigh 60%.
7. The final examination will be **comprehensive** if you miss **any one or both** term tests. That is, if you miss one term test, or both you will be writing a final exam that includes material from the entire semester. Duration of Cumulative Final Exam might be different than the Regular Final Exam.
8. Formula sheets will be posted on course website. It will not be provided with Quizzes/Tests/Exam. Students are required to access formula sheet during Tests/Exam.
9. **There are no alternative exam dates and times for Term Tests.**
10. If students miss the Final Examination and have to defer the exam, the deferred exam will be a cumulative examination.

Course Schedule:

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

A week before each online remote class scheduled below, related material such as audio/video lecture files and/or lecture notes will be posted on Moodle. Students are expected to go over the audio/video files, read the chapter(s) and go over the lecture notes before the class. During the class Professor will discuss the important (salient) concepts of the Chapters shown and solve exercise problems. Attendance is expected!

Session	Date	Topic	Quiz/Chapters
1	May 11	Operations & Supply Chain Management Operations & Supply Chain Strategy Projects	Ch 1 Ch 2 Ch 5
	May 18	No-Class: Victoria Day	
2	May 25	Projects (Cont'd) - OMIT : Earned Value Management	Ch 5
3	Jun 01	Manufacturing Processes	Ch 6 Q1* – Chs 1,2,5
4	Jun 08	Service Processes	Ch 7
	June 14 SUNDAY	Term Test I at 10:00am-11:30am Location: ONLINE on Moodle	Chapters 1,2,5, and 6
5	Jun 15	Quality Management and Six-Sigma	Ch 10
6	Jun 22	Quality Management and Six-Sigma Forecasting	Ch 10 Ch 3
7	Jun 29	Forecasting	Ch 3 Q2 – Chs 7 & 10
8	Jul 06	Sales & Operations Planning	Ch 8
9	July 12 SUNDAY	Term Test II at 10:00am-11:30am Location: ONLINE on Moodle	Chapters 3, 7, 10
10	Jul 13	Inventory Management	Ch 11 Q3 – Ch 3 & 8
11	Jul 20	Inventory Management (Cont'd) Material Requirements Planning	Ch 11 Ch 9
12	Jul 27	Material Requirements Planning (Cont'd) And Review	Ch 9 Q4 – Ch 11
Common Final Examination (Aug 14-21) (Date, time & location to be announced on registrar/university website)			Cumulative**

***Qi** refers to Quiz i, i =1,2,3,4. Quizzes will be held at the beginning of the class. As it will be provided using Moodle, student's need to be on time, as extra time cannot be provided.

** 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. #

RELEVANT UNIVERSITY/LA&PS/SCHOOL REGULATIONS

Applicable to all ADMS and DEMS courses

Deferred Final 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>

These APS requirements have been suspended due to COVID and York will notify you should they be reinstated.

In order to apply for deferred standing, students must register at <http://sas-app.laps.yorku.ca>

Followed by handing in a completed original Deferred Standing Agreement (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. **Deferred exams might take place during the regular exams period or in subsequent weeks depending on the course;** precise dates are known when the Office of the Registrar publishes the final exam schedule of the term. 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.

NOTE: To clarify the deferred standing final exam coverage, 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 Test 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 Student Accessibility Services (formerly known as Counselling and Disability Services) website at <https://accessibility.students.yorku.ca>

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 accommodations.