

YORK UNIVERSITY
School of Administrative Studies
Winter 2022,
AP/ADMS 3351 Section O, Operations Management
Cross-listed as AP/ECON 3120

Course Director: Yundi Chen

Email: ydchen@yorku.ca

Time: Monday, 7:00 pm – 10:00 pm

Location: VH D (Vari Hall D)

Office Hours: Monday on class dates, 6pm – 6:30pm (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://eClass.yorku.ca/>

Required Textbook:

F.R. Jacobs, R.B. Chase, *Operations and Supply Chain Management: The Core*, 5th Edition, McGraw-Hill Education, 2020. Supporting/Additional material (if any) will be posted on the course website.

Marking Scheme:

Term Test I	30%
Term Test II	30%
Participation/Attendance	5%
Final Exam	35%
Total	100 %

NOTE:

The use of electronic gadgets such as laptops/notebooks/tablets, smart phones, or cell phones is NOT allowed in the classroom.

- Please keep your electronic gadgets in your bag, They should not be on your desk.
- If there is anything urgent requiring your attention, you may leave the classroom quietly, without disturbing your classmates, and use your gadget outside.
- No excuses (e.g., use of e-book, use of slides or taking notes directly on the gadget) will be accepted.

Attendance

1. Attendance will be taken during six of the class sessions. Those six sessions will be selected at random.
2. Every instance of unrecorded attendance beyond the first will lead to a one percentage point reduction to the *Participation & Attendance* (5%) component of the grade.
3. There is no alternative for attendance.
4. Attendance may be taken at any time within the session.
5. Attendance may be taken more than once during a session. In such a case, your attendance will need to be recorded each time for you to be counted as having attended that session in full.
6. Once attendance has been taken, no name may be added to the attendance record.
7. 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).

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](#).

Term Tests/Final 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 Final Exam are all closed book and notes; however, a formula sheet will be provided, as may be required.

Answers for Multiple Choice and True/False Questions must be recorded on a SCANTRON sheet by pencil within the designated time of the testing components. NO EXTRA time will be granted to "bubble in" the Scantrons. No Excuses (e.g., "I answered all questions. Just need to transfer to Scantron.") will be accepted.

It is your responsibility to correctly bubble on Scantron the test/exam version under "Test Form". Questions papers will not be returned to the students, you will get answer book which will have your MCQs portion of marks. However, you can review on individual basis during office hours. To review you must submit your request via email within five 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 any term test, the weight of **one and only one** missed test (30%) 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 65%.
- If you have written BOTH Term Test I and Term Test II, the final exam will be non-cumulative. On the other hand, the 65% final exam will be comprehensive. Exams are **closed** book and notes. However, a formula sheet, as may be required, will be provided by the professor for each exam.
- Do not write an exam if you do not feel well. Once you start to write an exam, the marks you receive will be used. (If no work is completed, a mark of zero will be assigned.)

Course Schedule:

Please note that this course schedule is subject to change as may be deemed necessary by the professor during the term.

Check the course website periodically for possible changes in coverage, if any.

Session	Date	Topic	Quiz/Chapters
1	Jan 10	Operations & Supply Chain Management Operations & Supply Chain Strategy Projects	Ch 1 Ch 2 Ch 5
2	Jan 17	Projects (Cont'd) - OMIT : Earned Value Management	Ch 5
3	Jan 24	Manufacturing Processes	Ch 6
4	Jan 31	Service Processes	Ch 7
	Feb 06 SUNDAY	Term Test I at 10:00am-11:30am Location: In Classroom (to be announced)	Chapters 1,2,5, and 6
5	Feb 07	Quality Management and Six-Sigma	Ch 10
6	Feb 14	Quality Management and Six-Sigma	Ch 10
	Feb 21	No-Class: Reading Week	
7	Feb 28	Forecasting	Ch 3
8	Mar 07	Sales & Operations Planning	Ch 8
	Mar 13 SUNDAY	Term Test II at 10:00am-11:30am Location: In Classroom (to be announced)	Chapters 3, 7, 10
9	Mar 14	Inventory Management	Ch 11
10	Mar 21	Inventory Management (Cont'd)	Ch 11
11	Mar 28	Material Requirements Planning	Ch 9
Common Final Examination* (Apr 12-29) (Date and time to be announced on registrar's/university website)			

* If the student wrote both term tests, Coverage will be Chapters 8, 9 and 11. If a student misses a term test (or both term tests), his/her final exam will be a more balanced comprehensive exam that covers all chapters.

General Policy

1. **WARNING: Distribution or uploading of course content is STRICTLY PROHIBITED. All material is copyright protected.**
2. **You are NOT allowed to take pictures or record any content of the lecture.**
3. Please ensure you access and read all information/documentation on the course eClass site.
4. It is your responsibility to visit the course eClass site regularly.
5. If any lecture session is missed due to unavoidable circumstances (e.g., inclement weather), a date for a make-up lecture will be announced on the eClass site.
6. In case of a fire alarm during a class session, students are to get up instantly, collect their personal belongings, and leave the building. (You should not wait for someone to tell you to do so.)
7. 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 responsibility of students to ensure that they are properly enrolled in the course.
8. Marked term tests (problem-solving parts only; excluding MCQs) will be returned to students when marking has been completed. It is the student's responsibility to collect the marked test paper. If you did not collect your paper the day marked tests are returned, you may email the course director to arrange for pickup of your test paper (e.g., during a subsequent session). After the final exam, marked work will no longer be available.
9. Concerns regarding marks **will not be entertained after five days** following the release of the marks/results.
10. If you have a query about the problems/questions discussed in any tutorial session, please communicate directly with the tutor. If you are not satisfied with your tutor's reply, then contact your course director.

RELEVANT UNIVERSITY REGULATIONS

Should there be any updates to these regulations, you can review the most recent Faculty of Liberal Arts and Professional Studies regulations, which are used by SAS (the School of Administrative Studies) at:

<https://www.yorku.ca/laps/sas/academic-resources/common-course-policies/>

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>

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

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).

IMPORTANT NOTE: Any request for deferred standing on medical grounds must comply with University regulations. At the time of writing of this outline, the requirement for APS forms had been suspended due to COVID-19. If it resumes, the University will inform you of such resumption, and you would include an Attending Physician's Statement form; a "Doctor's Note" will not be accepted.

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: The deferred examination will be cumulative/comprehensive 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/Integrity: 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-accomodations/>

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.