

YORK UNIVERSITY  
School of Administrative Studies  
**AP/ADMS 3351 C**, Operations Management,  
Summer (SU) 2023  
Cross-listed as **AP/ECON 3120**

**Course Director:** Shamim Abdullah  
**Class Time:** 7:00 – 10:00 pm Tuesdays  
**Location:** RS 203  
**Office Hours:** By email appointment

**Email:** [sabdulla@yorku.ca](mailto:sabdulla@yorku.ca)

**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*, 6th Edition, McGraw-Hill Education, 2023.

Supporting/additional material (if any) will be posted on eClass.

**Grading Scheme:**

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

**Mode of Delivery**

1. This class has been announced for **in-person delivery (LECT)**.
2. In-person sessions will **NOT** be recorded and posted on eClass.

**NOTE:**

***When class sessions are conducted in person, 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

Attendance will be taken during six out of the 11 scheduled class sessions (refer to Course Schedule). Those six sessions will be selected at random, and attendance may be taken at any time within the session. Attendance may be taken twice in one as well. Once attendance has been taken, no name may be added to the attendance record. Every instance of unrecorded attendance beyond the first will lead to a one percentage point reduction to the Participation/Attendance component (5%) of the grade.

## 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.

**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.)
- **There are no alternative testing dates and times for the Term Tests.**
- If students miss the Final Examination and have to defer the exam, the deferred exam will be a **comprehensive** examination.
- If you need religious accommodations, please follow the York University policy/procedure, and once approved, update your professor at least 7 days before the testing component.
- After receiving Term Test results/marks, you may submit a request to your professor for reappraisal. Your complete work on the test will be re-marked, and there will be three possible results: Marks may (1) remain the same, (2) increase, or (3) decrease. Reappraisal marks will accordingly replace your previously recorded marks.

## General Policy

1. **WARNING: Distribution or uploading of course content is STRICTLY PROHIBITED. All material is copyright protected.**
2. Concerns regarding marks **will not be entertained after a week** from the release of the marks/result.
3. 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.
4. **You are NOT allowed to take pictures or record any content of lectures in the classroom.**
5. Due to unavoidable circumstances, if any lecture is missed due to technical reasons, the date for the make-up lecture will be announced on the course website.
6. Please ensure you access and read all information/documentation on the course eClass site.
7. It is your responsibility to visit the course eClass site regularly.
8. If you have a query about the questions solved in any tutorial session, communicate directly with the tutor, if you are not satisfied with the reply of your tutor, then contact your professor.
9. Due to the high volume of emails, it might be possible that replies to your email queries might take longer than usual. Please expect no (or limited) response to your e-mails during the weekends.

## SCANTRON PROTOCOL

There may be multiple-choice type questions (MCQs) in the testing components. The answers to these questions must be marked on the SCANTRON sheet. Scantron must be filled by PENCIL only. The following information is required to mark on Scantron. Name (Last, First), I.D. Number, Test Form, Code, and MCQ answers.

- **Name (Last, First):** 20 columns are available. You must fill in from the first column. The machine cannot read the information provided if the first column is left blank.
- **I.D. Number:** 10 columns are available. You must fill in from the first column. The machine cannot read the information provided if the first column is left blank.
- **Test Form:** Four choices are available A, B, C, and D. Need to fill out yours. This field is critical. The machine detects the marking key Version from this field to mark the answers.
- **Code:** 2 columns are available; your section should be marked here. For example, if your section is "V," mark it "VV."
- **Your answers to MCQs:** For each MCQ, five choices are available (A to E). Just mark one best Answer for each MCQ. MCQs are numbered from 1 to 200. Fill in as many as the number of MCQs given.

Scantron is marked by the machine automatically. The machine cannot read correctly if, for any reason, it finds multiple marks for a field. To be safe, avoid using an eraser on Scantron. If you use an eraser, clean it neatly so the machine will not read your erased mark.

Last but not the least essential point is that the machine can read a mark if a black pencil marks it, preferably H.B. If you use a pen, the machine will read all field blank.

You must adhere to the above instructions. If it is not complied, then you might lose marks. Note that.

- If the machine reads any **MCQ's** answer marked as multiple answers, those MCQs will get **0 marks**.
- The machine can't read any **MCQ's** answer marked by pen, those MCQs will get **0 marks**.

## 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 (on eClass) periodically for possible changes in coverage, if any.

Session	Date	Topic	Quiz/Chapters
1	May 09	Introduction to OSCM Strategy and Sustainability Projects	Ch 1 Ch 2 Ch 5
2	May 16	Projects (Cont'd) - <b>OMIT</b> : Earned Value Management	Ch 5
3	May 23	Manufacturing Processes	Ch 6
	<b>May 30</b>	<b>No Class - Congress of the Humanities and Social Science</b>	
4	June 06	Service Processes	Ch 7
	<b>June 11 SUNDAY</b>	<b>Term Test I at 10:00 am Location: In person (TBA)</b>	<b>Chapters 1,2,5, and 6</b>
5	June 13	Quality Management and Six-Sigma	Ch 10
6	June 20	Quality Management and Six-Sigma	Ch 10
	<b>June 27</b>	<b>No-Class: Reading Week</b>	
7	July 04	Forecasting	Ch 3
8	July 11	Sales & Operations Planning	Ch 8
	<b>July 16 SUNDAY</b>	<b>Term Test II at 10:00 am Location: In person (TBA)</b>	<b>Chapters 3, 7, 10</b>
9	July 18	Inventory Management	Ch 11
10	July 25	Inventory Management (Cont'd)	Ch 11
11	August 01	Material Requirements Planning	Ch 9
<b>Common Final Examination*</b> <b>(August 17-24) (Date and time to be announced on registrar's/university website)</b>			

\* If the student has written 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.

## **RELEVANT UNIVERSITY/LA&PS/SCHOOL REGULATIONS**

**Applicable to all ADMS and DEMS courses**

### **RELEVANT UNIVERSITY REGULATIONS**

All students are expected to familiarize themselves with the following information:

- [Student Rights & Responsibilities](#)
- [Academic Accommodation for Students with Disabilities](#)
- [University & School Policies](#)

#### **Deferred Standing**

In addition to the information under the above link.

**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.**

To be clear, deferred exams in this course will be cumulative exams.