

COURSE SYLLABUS



COURSE TITLE:	Business 232 – Operations Management
CLASS SECTION:	Sec 001 Tue & Thur 10:30 – 11:50 am
LOCATION:	Tue CBA 285 / Thur CBA 211
TERM:	Winter 2025
COURSE CREDITS:	3 credits
DELIVERY METHOD(S):	Face to Face lecture / Computer Lab testing

Camosun College campuses are located on the traditional territories of the Ləkʷəŋən and W̱SÁNEĆ peoples. We acknowledge their welcome and graciousness to the students who seek knowledge here. Learn more about Camosun's [Territorial Acknowledgement](#).

INSTRUCTOR DETAILS

NAME:	Joanne Irvine
EMAIL:	irvinej@camosun.ca
OFFICE:	CBA 273
HOURS:	Before and after class and as requested.

As your course instructor, I endeavour to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with me. Camosun College is committed to identifying and removing institutional and social barriers that prevent access and impede success.

Mandatory Attendance for First Class Meeting of Each Course

This section of BUS 232 requires mandatory attendance for the first class meeting of the course. If you do not attend, and do not provide your instructor with a reasonable reason in advance, you will be removed from the course and the space offered to the next waitlisted student. For more information, please see the "Attendance" section under [Registration Policies for Students | Camosun College](#)

CALENDAR DESCRIPTION

Successful operations management aligns organizational activities with strategic goals and adds value to goods and services at each stage of the process. Students will learn how to apply operations management concepts and tools in both service and manufacturing organizations. Through a lens of social responsibility, they will analyze organizational processes such as supply chain management, resource use and allocation, production variables, scheduling, and design of goods and services. Using case studies and local organizations, students will make recommendations for efficiencies, increased effectiveness, and sustainability in order to create value for organizations.

PREREQUISITE(S):	C in BUS 150 - Must be completed prior to taking this course.
CO-REQUISITE(S):	
EXCLUSION(S):	

COURSE LEARNING OUTCOMES / OBJECTIVES

Upon successful completion of this course, the learner will be able to:

1. Define operations management and its role in creating value for organizations
2. Apply project and operations management concepts and tools
 - a. Compute single-factor and multi-factor productivity and identify the critical variables in enhancing productivity
 - b. Plan for production variables by applying both qualitative and quantitative forecasting methods
 - c. Design goods and services, managing quality, process strategies, layout strategies and location strategies
3. Recommend human resources strategies to improve operational efficiency and effectiveness
4. Apply social responsibility and sustainability concepts and tools to supply chain management
5. Analyze business processes and recommend work processes for implementation

The classroom culture and values are aligned with Indigenous frameworks, such as Dr. Martin Brokenleg's Circle of Courage. Students will engage with course content through participatory, applied structures, including group work and connections with the local business community. Sustainability is a vital component of the course, and making ethical and sustainable business decisions, including supply chain management, aligns with Indigenous ways of knowing and being.

Students will apply course concepts (e.g. team skills and operational analysis) through applied projects and cases to enhance skill-building and bring theoretical learning to life.

REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

This course requires you to purchase the e-textbook:

Heizer, J., Render, B., Munson, C., Griffin, P., (2020). *Operations Management, (Fourth Canadian Edition)* Pearson Canada.

1. Purchase from the Camosun Bookstore \$67.99: [Shop Course Materials | Camosun College Bookstore](#)
2. Alternative to bookstore:
 - Link to the website to purchase the e-textbook \$67.99: <https://www.pearson.com/en-ca/subject-catalog/p/operations-management-sustainability-and-supply-chain-management-canadian-edition/P200000002567/9780137319152>

COURSE SCHEDULE, TOPICS, AND ASSOCIATED PREPARATION / ACTIVITY / EVALUATION

The following schedule and course components are subject to change with reasonable advance notice, as deemed appropriate by the instructor.

WEEK or DATE RANGE	ACTIVITY or TOPIC	OTHER NOTES
Week 1 Jan 6-10	Course Overview Chap 1: Operations and Productivity	
Week 2 Jan 13-17 <i>Withdraw by Jan 12th to receive an 80% tuition refund</i>	Chap 2: Operations in a Global Environment Chap 3: Project Management	
Week 3 Jan 20-24	Chap 4: Forecasting Midterm #1 Review – Chapters 1 – 4	
Week 4 Jan 27-31	Midterm #1 – Chapters 1-4 – Computer Lab Team Project Review – Assignment Due Mar 31st	Midterm #1 Jan 30th - CBA 287 Chapters 1-4
Week 5 Feb 3-7	Chap 5: Design of Goods and Services Chap 5: Supplement: Sustainability in the Supply Chain	Team Project teams formed
Week 6 Feb 10-14	Chap 6: Managing Quality Case #1 Review – Due Feb 24 th	
Week 7 Feb 17-21 Reading Week (Feb 17 th Family Day, College closed)	READING WEEK – NO CLASSES	Case 1 – Managing Quality Assignment Due Feb 24th
Week 8 Feb 24-28	Chap 7: Process Strategy Chap 8: Location Strategies	
Week 9 Mar 3-7	Chap 9: Layout Strategies Chap 10: Human Resources, Job Design and Work Measurement Midterm #2 Review – Chapters 5 – 9	Midterm #2 Mar 11th – CBA 220 Chapters 5 - 9
Week 10 Mar 10-14	Midterm #2 – Chapters 5-9 – Computer Lab Case #1 Recap Case #2 Review – Due Mar 24 th In-class time to work on Team Project	
Week 11 Mar 17-21	Chap 11: Supply-Chain Management Chap 12: Inventory Management	Case 2 – Applied Tools and Concepts in Operations Management Due Mar 24th
Week 12 Mar 24-28	Operations Management, Sustainability and Social Responsibility Case Study – Sustainability and Social Responsibility in Operations Management	
Week 13 Mar 31-Apr 4	Case Study – Sustainability and Social Responsibility in Operations Management	Team Projects Due Mar 31st

WEEK or DATE RANGE	ACTIVITY or TOPIC	OTHER NOTES
	Final Exam Review - Prepare for Final Exam – Chapters 10, 11, 12, and Sustainability and Social Responsibility	Presentations Due Apr 7 th Team Peer Review Due Apr th In-Class Presentations Apr 8 th & 10 th
Week 14 Apr 7-11 <i>Apr 12th - Last Day to Withdraw without Academic Penalty</i>	Presentations of Team Projects Prepare for Final Exam – Chapters 10, 11, 12, and Sustainability and Social Responsibility	Final exam scheduled during exam week. Includes Chapters 10, 11, 12, AND Sustainability and Social Responsibility
Apr 14-25	EXAMINATION PERIOD	

Students registered with the Centre for Accessible Learning (CAL) who complete quizzes, tests, and exams with academic accommodations have booking procedures and deadlines with CAL where advanced notice is required. Deadlines can be reviewed on the [CAL exams page](http://camosun.ca/services/accessible-learning/exams.html). <http://camosun.ca/services/accessible-learning/exams.html>

EVALUATION OF LEARNING

DESCRIPTION	WEIGHTING
Cases (2 x 5%)	10%
On line Quizzes	10%
Midterm #1 Exam	15%
Midterm #2 Exam	15%
Final Exam	15%
Team Project including Peer Review	25%
Participation, Engagement, Attendance	10%
TOTAL	100%

If you have a concern about a grade you have received for an evaluation, please come and see me as soon as possible. Refer to the [Grade Review and Appeals](http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf) policy for more information.
<http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf>

COURSE GUIDELINES & EXPECTATIONS

Assignment formatting. The School of Business uses APA 7 style for formatting assignments and citing references. Proper citations and formatting using APA style will be required. See Camosun College citation guides: <http://camosun.ca.libguides.com/apa7>

- ☐ Where required by your instructor, submit all assignments into the D2L assignments by your last name.
- ☐ In text citations for quotes, paraphrasing, and references must be consistent with APA standards.
- ☐ Grammar, spelling, style and APA formatting, citations and referencing will be assessed in your mark.
- ☐ All submitted work must be properly referenced to sources where required by your instructor.

- ❑ Unless otherwise specified, you are to submit your own work, any work collaborated (unless permitted by the course) will be considered in violation of the College's Academic Integrity Policy. See Camosun's (2021) policy at: <https://legacy.camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.13.pdf>.

Acts of academic dishonesty include, but are not limited to:

- ❑ Using the exact words of a published or unpublished author without quotation marks and without referencing the source of these words.
- ❑ Duplicating a table, graph, or diagram, in whole or in part, without referencing the source.
- ❑ Paraphrasing the ideas of another person, whether written or verbal, without referencing the source.
- ❑ Providing answers to another student in any test, examination, or take-home assignment.
- ❑ Taking any unauthorized materials into an examination or test.
- ❑ Submitting the same paper or portions thereof for more than one assignment in different courses without the instructor's permission.
- ❑ **If you are uncertain or have any questions regarding academic integrity, please do not hesitate to discuss these with your instructor.**

SCHOOL OR DEPARTMENTAL INFORMATION

The School of Business is committed to promoting competence, professionalism and integrity in our students and developing their core skills to succeed throughout their academic programs and in their careers. The purpose of these guidelines is to provide clear expectations of appropriate academic conduct and to establish processes for discipline in appropriate circumstances. It is your responsibility to become familiar with the content and the consequences of academic dishonesty.

Camosun College School of Business (2016) Academic Honesty Guidelines from:
<http://camosun.ca/learn/school/business/current-students/documents/Academic-Honesty-Guidelines.pdf>.

Deadlines, exams, and assignments. You must submit your assignments on the due date or as announced. A grade of zero will be assigned to late submissions. There are no additional assignments or make-up exams of any kind if you performed poorly on an assignment, midterm or final exam.

- EXAM DATES WILL NOT BE RESCHEDULED.** Non-attendance on scheduled exam dates results in a zero grade. Exceptions will be made only for medical reasons or extenuating circumstances that must be submitted and then accepted by the instructor. Please advise your instructor promptly.
- Students registered through the [Centre for Accessible Learning \(CAL\)](#) should discuss timelines with their instructors at the beginning of each semester.
- Medical notes must be dated, signed, and be written on letterhead or prescription paper imprinted with the physician's name and address. Notes are accepted from Physician (GP or medical specialist), Nurse Practitioner, Psychiatrist, Psychologist, Counsellor and Aboriginal Elder. Electronic notes will not be accepted. Medical documentation must be received as soon as reasonably possible.

Final exams: Students are expected to write tests and final exams at the scheduled time and place. In emergency circumstances, a student may write a test or final examination before or after the scheduled time if the student would otherwise be unable to complete the program or course. Exceptions due to emergency circumstances, such as unavoidable employment commitments, health problems, or unavoidable family crises, require the approval of the appropriate instructor. **Holidays or scheduled flights are not considered emergencies.** The student may be required to provide verification of the emergency circumstance. See Camosun College (2018) Final Examinations from:
<http://camosun.ca/learn/calendar/current/procedures.html#academic>.

STUDENT RESPONSIBILITY

Enrolment at Camosun assumes that the student will become a responsible member of the College community. As such, each student will display a positive work ethic, assist in the preservation of College property, and assume responsibility for their education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting expectations concerning attendance, assignments, deadlines, and appointments.

SUPPORTS AND SERVICES FOR STUDENTS

Camosun College offers a number of services to help you succeed in and out of the classroom. For a detailed overview of the supports and services visit camosun.ca/services.

Support Service	Website
Academic Advising	camosun.ca/services/academic-supports/academic-advising
Accessible Learning	camosun.ca/services/academic-supports/accessible-learning
Counselling	camosun.ca/services/health-and-wellness/counselling-centre
Career Services	camosun.ca/services/co-operative-education-and-career-services
Financial Aid and Awards	camosun.ca/registration-records/financial-aid-awards
Help Centres (Math/English/Science)	camosun.ca/services/academic-supports/help-centres
Indigenous Student Support	camosun.ca/programs-courses/iecc/indigenous-student-services
International Student Support	camosun.ca/international
Learning Skills	camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills
Library	camosun.ca/services/library
Office of Student Support	camosun.ca/services/office-student-support
Ombudsperson	camosun.ca/services/ombudsperson
Registration	camosun.ca/registration-records/registration
Technology Support	camosun.ca/services/its
Writing Centre	camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills

If you have a mental health concern, please contact Counselling to arrange an appointment as soon as possible. Counselling sessions are available at both campuses during business hours. If you need urgent support after-hours, please contact the Vancouver Island Crisis Line at 1-888-494-3888 or call 911.

COLLEGE-WIDE POLICIES, PROCEDURES, REQUIREMENTS, AND STANDARDS

COLLEGE-WIDE POLICIES, PROCEDURES, REQUIREMENTS, AND STANDARDS

Academic Integrity

Students are expected to comply with all College policy regarding academic integrity; which is about honest and ethical behaviour in your education journey. The following guide is designed to help you understand your responsibilities: <https://camosun.libguides.com/academicintegrity/welcome>
Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.13.pdf> for Camosun's Academic Integrity policy and details for addressing and resolving matters of academic misconduct.

Academic Accommodations for Students with Disabilities

The College is committed to providing appropriate and reasonable academic accommodations to students with disabilities (i.e. physical, depression, learning, etc.). If you have a disability, the [Centre for Accessible Learning](#) (CAL) can help you document your needs, and where disability-related barriers to access in your courses exist, create an accommodation plan. By making a plan through CAL, you can ensure you have the appropriate academic accommodations you need without disclosing your diagnosis or condition to course instructors. Please visit the CAL website for contacts and to learn how to get started:
<https://camosun.ca/services/academic-supports/accessible-learning>

Academic Progress

Please visit <https://camosun.ca/sites/default/files/2023-02/e-1.1.pdf> for further details on how Camosun College monitors students' academic progress and what steps can be taken if a student is at risk of not meeting the College's academic progress standards.

Course Withdrawals Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit <https://camosun.ca/registration-records/tuition-fees#deadlines>.

Grading Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.5.pdf> for further details about grading.

Grade Review and Appeals

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

Medical / Compassionate Withdrawals

Students who are incapacitated and unable to complete or succeed in their studies by virtue of serious and demonstrated exceptional circumstances may be eligible for a medical/compassionate withdrawal (see [policy](#)). Please visit <https://camosun.ca/services/forms#medical> to learn more about the process involved in a medical/compassionate withdrawal.

Sexual Violence and Misconduct

Camosun is committed to creating a campus culture of safety, respect, and consent. Camosun's Office of Student Support is responsible for offering support to students impacted by sexual violence. Regardless of when or where the sexual violence or misconduct occurred, students can access support at Camosun. The Office of Student Support will make sure students have a safe and private place to talk and will help them

understand what supports are available and their options for next steps. The Office of Student Support respects a student's right to choose what is right for them. For more information see Camosun's Sexualized Violence and Misconduct Policy: <https://camosun.ca/sites/default/files/2021-05/e-2.9.pdf> and camosun.ca/services/sexual-violence-support-and-education. To contact the Office of Student Support: oss@camosun.ca or by phone: 250-370-3046 or 250-370-3841

Student Misconduct (Non-Academic)

Camosun College is committed to building the academic competency of all students, seeks to empower students to become agents of their own learning, and promotes academic belonging for everyone. Camosun also expects that all students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Please review Camosun College's Student Misconduct Policy at <https://camosun.ca/sites/default/files/2021-05/e-2.5.pdf> to understand the College's expectations of academic integrity and student behavioural conduct.

Looking for other policies?

The full suite of College policies and directives can be found here: <https://camosun.ca/about/camosun-college-policies-and-directives>

Changes to this Syllabus: Every effort has been made to ensure that information in this syllabus is accurate at the time of publication. The College reserves the right to change courses if it becomes necessary so that course content remains relevant. In such cases, the instructor will give the students clear and timely notice of the changes.