



Course Syllabus

Course Number | Name: BUS355NT – Survey of Operations Management

Course Credits: 3

Course Duration: 8 weeks

Course Description:

This class will examine operations, execution through planning, operating, and controlling the production of goods and services. Topics include waiting-line management, quality assurance, production systems, project management, and inventory management. Computer and quantitative models [is or are] used in formulating managerial problems.

Applied Business Program Learning Outcomes (PLOs*):

1	Communicate effectively in a professional and diverse global environment.
2	Analyze business problems using appropriate theories and techniques.
3	Demonstrate digital literacy throughout their program.
4	Demonstrate foundational knowledge of the functional areas of business.
5	Work effectively in a team situation.
6	Articulate a biblical understanding of key business concepts.
7	Integrate discipline, specific knowledge, and skills into a complete business plan.

*Every business course must include assessments of some, but not all, of the PLOs. The highlighted ones are assessed in this course.

Course Learning Outcomes (CLOs):

#	CLOs	Bloom's*	PLO(s)~
1	Define specific terminology used in Operations Management.	1	1
2	Identify the differences between value chains and supply chains.	2	4
3	Explain execution of process design for goods and services.	3	7

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4	Discuss operations management topics in a biblical worldview context.	3	6
5	Analyze process improvement through evaluation, forecasting, and scheduling.	5	7
6	Demonstrate project management skills through presentation delivery, scheduling, and implementing controls.	6	7

*Indicates Bloom's Taxonomy cognitive domain level.

~Indicates which PLO(s) are aligned with the CLO.

Biblical Worldview Integration Plan:

The Biblical lens will be integrated with a theme in the discussion reflections related to the learning material for each week.

Required Media:

Collier, D. A., & Evans, J. R. (2021). *Operations and Supply Chain Management (2nd Edition)*. Cengage Learning US. ISBN-13: 978-0-357-13169-5

Grading Grid:

Assessments (# in parentheses) - # pts. each if > 1	Total Points
Discussions (8) - 25 pts. each	200
Chapter Reading Quizzes (6) - 30 pts. each	180
Case Studies (6) - 60 pts. each	360
Final Project Part 1 (PowerPoint) - 100 pts.	100
Final Project Part 2 (PowerPoint w/ audio and transcript) - 160 pts.	160
Total Points:	1,000

Course Schedule:

Week 1

Media:

1. Welcome to Operations Management Video
2. Operations Management Overview Video
3. Collier, Chapter 1: Operations Management and Value Chains
4. Collier: Chapter 2: Measuring Performance in Operations and Value Chains
5. Collier: Chapter 3: Operations Strategy

Assignments:

1. Assignment 1-1 Chapter Quiz
2. Assignment 1-2 Case Study - See Instructions in the course
3. Wk1 Discussion - See Instructions in the course

Week 2

Media:

1. Lesson 2 Weekly Overview - Designing Operations and the Supply Chain Video
2. What Toilet Paper Can Teach Us About Supply Chains Video
3. Collier, Chapter 5: Goods and Service Design
4. Collier, Chapter 6: Supply Chain Design
5. Collier, Chapter 7: Process Selection, Design, and Improvement
6. Collier, Chapter 8: Facility and Work Design

Assignments:

1. Assignment 2-1 Chapter Quiz
2. Assignment 2-2 Case Study - See Instructions in the course
3. Wk1 Discussion - See Instructions in the course

Week 3

Media:

1. Lesson 3 Weekly Overview - Forecast & Demand Video
2. Demand Forecasting Video
3. Collier, Chapter 9: Forecasting and Demand Planning
4. Collier, Chapter 10: Capacity Management

Assignments:

1. Assignment 3-1 Chapter Quiz
2. Assignment 3-2 Case Study - See Instructions in the course
3. Wk3 Discussion - See Instructions in the course

Week 4

Media:

1. Lesson 4 Weekly Overview - Inventory Video
2. What is Inventory management? Video
3. Inside Amazon's Smart Warehouse Video
4. Collier, Chapter 11: Process Analysis and Resource Utilization
5. Collier, Chapter 12: Managing Inventories in Supply Chains

Assignments:

1. Assignment 4-1 Chapter Quiz
2. Assignment 4-2 Case Study - See Instructions in the course
3. Wk4 Discussion - See Instructions in the course

Week 5

Media:

1. Lesson 5 Weekly Overview – Sustainability and the Supply Chain Video
2. Apple Inc. Supply Chain Video
3. Collier, Chapter 13: Supply Chain Management and Logistics
4. Collier, Chapter 14: Resource Management

Assignments:

1. Assignment 5-1 Chapter Quiz
2. Assignment 5-2 Case Study - See Instructions in the course
3. Wk5 Discussion - See Instructions in the course

Week 6

Media:

1. Lesson 6 Weekly Overview – Quality Management Video
2. What is Total Quality Management? Video
3. Collier, Chapter 15: Operations Scheduling and Sequencing
4. Collier, Chapter 16: Quality Management

Assignments:

1. Assignment 6-1 Chapter Quiz
2. Assignment 6-2 Case Study - See Instructions in the course
3. Wk6 Discussion - See Instructions in the course

Week 7

Media:

1. Lesson 7 Weekly Overview – Operating Systems Video
2. Operations & Supply Chain Management: Lean Operating Systems Video
3. Collier, Chapter 17: Quality Control and SPC
4. Collier, Chapter 18 Lean Operating Systems

Assignments:

1. Assignment 7-1 Final Project 1 - See Instructions in the course
2. Wk7 Discussion - See Instructions in the course

Week 8

Media:

1. Lesson 8 Weekly Overview – Project Management Video
2. Collier, Chapter 19: Project Management

Assignments:

1. Assignment 8-1 Final Project 2 - See Instructions in the course
2. Wk8 Discussion - See Instructions in the course