

# Business Administration

Course Number: **BUAD 382**

Course Title: **OPERATIONS MANAGEMENT**

Credits: 3

Calendar Description: Providing goods or services requires considerable management effort in selecting appropriate processes, determining inventory needs and procedures, sizing productive capacity, determining workforce levels, and assuring quality in the end product or service. This course investigates the decisions required by management and the quantitative and qualitative techniques applicable to the decision process. Emphasis is on forecasting,

**Professors**

| Name             | Phone number   | Office        | Email  |
|------------------|----------------|---------------|--|
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**Learning Outcomes**

Upon completion of this course students will be able to

- x explain how operations strategy is a pattern of decisions about processes and supply chains that achieves an organization's competitive priorities.
- x describe major decisions that define process configuration and how each relates to customer value.
- x identify systematic approaches to capacity planning, inventory management, quality designing a layout, managing demand, scheduling and resources to improve an organization's performance.
- x solve production, operational and service problems using MS Excel templates.

**Course Objectives**

This course will cover the following content:

- x Apply and use systematic methodologies to solve operational problems
- x Identify and apply appropriate techniques for managing business operations and correctly analyze and interpret the results through critical thinking
- x Use management of processes, demand, quality, inventory, scheduling, layout & location to guide specific operational decision making
- x Use MS Excel templates to understand operational problems and insert appropriate statistical



