

Manufacturing and Service Operations Management

DMGM 5030 A

Fall 2023 (starting October 25, 2023)

Course Information

Course Instructor: Prof. Adriano O. Solis

Course Time & Days: 3:00-6:00 pm Wednesdays

Class Location: LMP C101 [IBM Markham]

Office hours at IBM Markham: 1:45-2:45 pm Wednesdays, or after class (as may be required, by appointment)

Course eClass site: <https://eclass.yorku.ca/course/view.php?id=97228>

Course e-mail: opsmgta@yorku.ca

Office Phone [Keele Campus]: 416-736-2100 ext 22239

Course Overview

Course Description

The course aims at providing the students who have no previous formal business education with a holistic view of the manufacturing and service operations management function in an organization. Key operational decisions of each entity in supply chains are analyzed. Mechanisms which would align objectives of each entity in supply chains with system optimality are also discussed. The application of key operational concepts is practiced on case studies and/or in communication with actual organizations.

Course Learning Objectives

By the end of this course, students will:

- Have an overall understanding of the Manufacturing and Service Operations Management functional area.
- Be familiar with key functions and some of the more important issues and decision processes in Manufacturing and Service Operations Management.
- Have exposure to some quantitative tools and techniques used in Manufacturing and Service Operations Management.

Course Format and Organization

This is an in-person (LECT) course, with lectures and discussion during the class sessions as scheduled.

Course e-Textbook

F.R. Jacobs, R.B. Chase, *Operations and Supply Chain Management: The Core*, 6th Edition, McGraw-Hill Education, 2023.

Technical Requirements

- Students are expected to use a personal computer (with Internet access) at home/outside the classroom in order to access course materials posted on the course eClass site. It will be your responsibility to regularly check posts on eClass (and possibly your email).
- The use of Microsoft Excel may be required to work on assigned exercises.
- A non-programmable calculator will be needed for writing an in-person exam.
- **When class sessions are conducted in person, the use of electronic gadgets such as laptops/notebooks/tablets or cell/smart phones will generally NOT be allowed in the classroom – except when use of a computer is called for as part of activities for a given session.**
 - If there is anything urgent requiring your attention, you are kindly requested to leave the classroom quietly, without disturbing your classmates, and use your gadget outside.

Course Communication Plan and Office Hours

- Course e-mail: opsmgta@yorku.ca
 - For any questions regarding course materials or activities, please use this course e-mail (in place of asolis@yorku.ca). Please include 'DMGM 5030' at the beginning of the subject line and sign your message with your full name. (This is a generic email account which I use for the courses that I teach.)
- Regular office hours **on the Keele campus**: 1:00-3:00 pm Mondays

Course Expectations

- Students are expected to read chapters of the textbook relevant to the topics covered in the course (as outlined in the Course Schedule).
- Unless otherwise specified, assignments are to be completed on an **individual basis**.
- You are expected to work on your own. You should not share your work with, or view the work of, any other person.

Course Evaluation

Assessment	Due Date	Weight %	Course Learning Outcome
Participation		10%	Assessment of class participation.
Assignment 1	See Course Schedule	20%	Assessment of learning pertaining to specific topics/lectures.
Assignment 2	See Course Schedule	20%	Assessment of learning pertaining to specific topics/lectures.
Final Exam (In-Person)	To be announced	50%	Assessment of learning throughout the course.
		100%	

Class Attendance

It is strongly recommended that students attend all class meetings to ensure attainment of course learning objectives.

Assignments and Late Submissions

- Assignments are due on the date and time designated (at the BEGINNING of the class session), and are to be submitted in hard-copy (printed) form. Unless otherwise specified, assignments must be typewritten using a word processing application (except for graphs/figures/tables, which may be copied and pasted into the document, or or certain figures drawn on paper, as the case may be). Non-typewritten assignments will NOT be accepted.
- Unless otherwise specified, assignments are to be completed on an **individual basis**. Cheating on assignments will constitute a violation of the Senate Policy on Academic Honesty, and any evidence thereof will be forwarded to the appropriate School/Faculty authorities.
- Please be advised that assignments are due on the date and time designated (at the BEGINNING of the class session). Late submissions will be penalized at the rate of -5% for every 15 minutes late. (Should any portion of the final exam be on a “take home” basis, similar penalties shall apply corresponding marks.)

Missed Final Exam

Should a student be unable to write the in-person Final Exam as scheduled, the student shall communicate, at the earliest time possible, with the Graduate Diploma in Management program office as well as the course director.

Grading

The grading scheme for this course (which is part of the Graduate Diploma in Management program) conforms to the grading system as specified by the Faculty of Graduate Studies (FGS) at York University. For a full description of the FGS grading system, please click on the following link: [Graduate Courses and Grading](#).

Grading System		Percentage
A+	Exceptional	90 - 100%
A	Excellent	85 - 89%
A-	High	80 - 84%
B+	Highly Satisfactory	75 - 79%
B	Satisfactory	70 - 74%
C	Conditional	60 - 69%
F	Failure	0 - 59%
I	Incomplete	N/A

FGS Regulations

Relevant regulations of the FGS may also be found at the following link: [Regulations | Current Students | Students | Faculty of Graduate Studies \(FGS\) | York University](#).

Course Schedule: Weekly Topics and Activities

Course e-Textbook

F.R. Jacobs, R.B. Chase, *Operations and Supply Chain Management: The Core*, 6th Edition, McGraw-Hill Education, 2023.

Additional Course Materials

Supporting/Additional material (if any) will be posted on the course eClass site.

Course Schedule

Session	Date	Chapter (in Course e-Textbook) - Topic	
1	25-Oct	1 - Introduction to Operations and Supply Chain Management	
		2 - Strategy and Sustainability	
		A quick review of some important statistical concepts/principles	
2	01-Nov	3 - Forecasting (of Demand)	
3	08-Nov	5 - Projects	
4	15-Nov	6 - Manufacturing Processes	Assignment 1 due
		7 - Service Processes	
5	22-Nov	11 - Inventory Management	
6	29-Nov	9 - Material Requirements Planning	Assignment 2 due
	TBA	Final Exam	

University Policies

Academic Integrity

As a student at York University, you have a responsibility to both understand and uphold the integrity of the academic experience. The Faculty of Liberal Arts & Professional Studies supports the International Center for Academic Integrity's [definition of academic integrity](#). That is, you will be committed to acting in all academic matters, even in the face of adversity, with honesty, trust, fairness, courage, respect and responsibility. Here is how you can demonstrate academic integrity in the completion of this course:

- **Respect the ideas of others:** Your course work should represent your own knowledge and ideas. [You should not falsely claim credit for ideas that are not your own, by presenting another's work as yours.](#) If you are quoting, paraphrasing, or summarizing another person's work in order to support your own ideas, identify the work and the author through proper citation practices. For more information about how to cite properly, use the [Student Papers and Academic Research Kit](#) (SPARK). You can improve your writing, research, and

personal learning abilities through the [Learning Commons](#), or by visiting the [Writing Centre](#) or [ESL Open Learning Centre](#).

- **Respect your peers:** [Know when you are allowed to collaborate](#). Ask your instructor about what group work entails when it comes to the [sharing of work](#). In test situations and assignments, don't steal or give answers to your peers, whether in-person or online (e.g., in group chats and/or on [third-party content-sharing websites](#), such as Chegg, Course Hero, etc.). Both cheating and aiding in a breach of academic honesty are violations of York University's academic honesty policy.
- **Respect your course instructor(s):** Understand what your instructors are asking of you in class, as well as on assignments, tests and/or exams. If you are unsure, ask your professor or teaching assistant. They are committed to making you feel supported and want to assess you fairly and with integrity. Please do not submit the same piece of work for more than one course without your instructor's permission. That can be considered an act of cheating.
- **Respect yourself:** When you act with integrity, you know that your work is yours and yours alone. You do not allow others to take tests for you. [You do not buy or otherwise obtain term papers or assignments](#). You do the work. As a result, you know that you *earned* the grades that you receive, so you can be proud of your York degree. By acting with integrity in your course work, you are also practising a valuable professional skill that is important in all workplaces.
- **Take responsibility:** If you have acted in an academically dishonest way, you can demonstrate courage and take responsibility for your mistake. You can admit your mistake to your course instructor as soon as possible.

Students who engage in academic dishonesty can be subject to disciplinary action under the [Senate Policy on Academic Honesty](#). Your lack of familiarity with the Senate Policy does not constitute a defense against its application. Some academic offences can also constitute offences under the [Criminal Code of Canada](#), which means that you may also be subject to criminal charges.

In this course, we strive to maintain academic honesty 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 honesty 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](#).

Generative Artificial Intelligence Usage Policy

Students are not permitted to use generative artificial intelligence (AI) in this course. Submitting any work created through the use of generative AI tools will be considered a violation of York University's [Senate Policy on Academic Honesty](#). If you do not know whether an online resource or tool can be used in this course, please contact your instructor for guidance. For more information, please review [AI Technology & Academic Integrity: Information for Students](#).

Accessibility

While all individuals are expected to satisfy the requirements of their program of study and to aspire to achieve excellence, the University recognizes that persons with disabilities may require reasonable accommodation to enable them to perform at their best. The University encourages students with disabilities to register with [Student Accessibility Services](#) to discuss their accommodation needs as early as possible in the term to establish the recommended academic accommodations that will be communicated to Course Directors through their Letter of Accommodation (LOA).

Please let your instructor know as early as possible in the term if you anticipate requiring academic accommodation so that we can discuss how to consider your accommodation needs within the context of this course. Sufficient notice is needed so that reasonable steps for accommodation can be discussed. Accommodations for tests/exams normally require three (3) weeks (or 21 days) before the scheduled test/exam to arrange.

Religious Observance Accommodation

York University is committed to respecting the religious beliefs and practices of all members of the community, and making reasonable and appropriate [accommodations to adherents for observances of special significance](#). Should any of the dates specified in this syllabus for course examinations, tests, or deadlines conflict with a date of religious significance, please contact the instructor within the first three (3) weeks of class. If the date falls within the formal examination periods, you must complete and submit a [Religious Accommodation for Examination Form](#) at least three (3) weeks before the start of the exam period.

Intellectual Property

Course materials are designed for use as part of this particular course at York University and are the intellectual property of the instructor unless otherwise stated. Third-party copyrighted materials (such as book chapters, journal articles, music, videos, etc.) have either been licensed for use in this course or fall under an exception or limitation in Canadian copyright law. Students may not publish, post on an Internet

site, sell, or otherwise distribute any course materials or work without the instructor's express permission. Course materials should only be used by students enrolled in this course.

Copying this material for distribution (e.g., uploading material to a commercial third-party website) may lead to a charge of misconduct according to York's [Code of Student Rights and Responsibilities](#), the [Senate Policy on Academic Honesty](#), and/or legal consequences for copyright violations.

Student Conduct in the Learning Environment

York University is committed to fostering teaching and learning environments that are free of disruptive and/or harassing behaviour, are physically safe, and conducive to effective teaching and learning. Students and instructors are expected to maintain a professional relationship characterized by courtesy, civility, and mutual respect and to refrain from actions disruptive to such a relationship. Individuals who fail to adhere to such standards and who violate University or public law may be subject to disciplinary action by the University.

For more information, see the policies on [Disruptive and/or Harassing Behaviour in Academic Situations](#), the [Student Conduct and Responsibilities](#), and the [Code of Student Rights & Responsibilities](#).

Netiquette for eClass and Online Learning

Students and instructors have a joint responsibility to create and maintain a welcoming and inclusive learning environment. All students are expected to conduct themselves in accordance with the [Code of Student Rights and Responsibilities](#). Please review and familiarize yourself with behaviours that support "netiquette" in virtual classrooms by consulting the [Guide to Netiquette](#) and [Student Guide to eLearning](#).

Health and Safety

All York students and instructors share responsibility for the safety and well-being of the community while on York's campuses. Please continue to check [YUBetter Together](#) for the latest information on health and safety.