

# 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
Michael Conyette	250-762-5445 V# 2231 K# 4368	Vernon: C339 Kelowna: C143	<a href="mailto:MConyette@okanagan.bc.ca">MConyette@okanagan.bc.ca</a>

## Course Schedule

Date		Topic	Textbook
Week of:		Tue. Jan 3 Classes begin Family Day Feb 13, & Feb 14 to 17 Reading Break – no classes Good Fri. Apr 14 & Easter Mon. Apr 17 – no classes Mon. Apr 10 Last day of regularly scheduled classes Wed., Apr. 12 to Wed., Apr. 26 Final exam period* *Fri., Apr. 14 to Mon., Apr. 17 Easter - No exams	
Jan	3	Creating Customer Value Through Operations Supply Chain Management	Ch 1, Ch 2
	9	Process Configuration	Ch 4
	16	Capacity & Waiting Lines	Ch 5 Supplement 5S
	23	Inventory Management	Ch 6
	30	Quality and Process Improvement	Ch 7
Feb	6	Lean Systems	

