



**MOS3330A 670**  
**Operations Management**  
**Summer 2026**

Instructor: Felipe Rodrigues, PhD  
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**Course Information**

**Mode of Instruction:** Online Asynchronous

**Calendar Description:**

An analysis of the principles, theories and practices critical to managing an organization. Overview of analytical models and approaches to improving operating systems. Attention is paid to both service and manufacturing operations.

**Pre-requisite(s):** Business Administration 2257, or MOS 2227A/B and MOS 2228A/B and enrollment in BMOS.

**Extra Information:** 3 lecture hours.

**Course Weight:** 0.50

**Breadth:** CATEGORY A

**Subject Code:** MOS

Notice: Unless you have either the requisites for this course (fulfilment of pre-requisites, no anti-requisite conflicts), or special permission from your Dean to enrol in it, you may be removed from this course and it will be deleted from your record. This decision may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course for failing to have the necessary prerequisites.



**SCHOOL OF MANAGEMENT, ECONOMICS AND MATHEMATICS  
MOS 3330a (670)  
Operations Management for Management & Organizational Studies  
Summer 2026  
Course Description**

**Section 570**

Professor: Dr. Felipe Rodrigues  
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School Administrator: Estelle Van Winckle  
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Email: [Estelle.VanWinckle@kings.uwo.ca](mailto:Estelle.VanWinckle@kings.uwo.ca)

Class time: Asynchronous  
Location: online  
Office Hours: Mondays, 9:00 am to 10:00 am, or by appointment

**COURSE DESCRIPTION**

The goal of MOS 3330 is to provide you with a broad overview of the principles of operations and supply chain management, along with an understanding of how these functions contribute to an organization's broader goals. Operations is one of the key functions within a firm, and regardless of whether you ultimately work in the field or another unrelated area, you must possess an understanding of the essentials. In class, we will explore both strategic and tactical, process-based decisions in operations management and introduce key concepts in the field. The class will combine lectures, in-class cases, videos, and discussions to enhance your understanding of the material through application.

Antirequisite: None

Prerequisite: Business Administration 2257, or MOS 2227A/B and MOS 2228A/B and enrollment in BMOS.

Unless you have either the requisites for this course or written special permission from your Dean to enroll in it, you may be removed from this course, and it will be deleted from your record. This decision may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course for failing to have the necessary prerequisites. You are also responsible for ensuring that this course is not an anti-requisite to another course you have already taken.

**REQUIRED COURSE MATERIALS**

**Textbook: The textbook is required for this course; you will be using it frequently!**

**DO NOT BUY THE TEXTBOOK DIRECTLY FROM THE PUBLISHER. PLEASE USE THE UWO BOOKSTORE LINK**

Section 670: TBD

**Cachon, Operations Management + Proctorio (2025 Release)  
Connect ISBN: 9781266005787**

**Print + Connect+Proctorio**

**Print + Digital ISBN: 9781266503382**

Operations Management e-text Connect Proctorio | Western Bookstore (uwo.ca) \$119.00

**All versions** of the textbook are accompanied by:

“Connect” access code (for Cachon), the online learning system that includes the e-text and where I will post assignments and class materials.

I have also ordered a copy to be placed on reserve at the King’s Library for your use.

You are also required to have access to a computer and Microsoft Excel (you need to know the fundamental functions).

**General Software:** You are required to have access to a personal computer with internet access since we will use OWL for our class schedules and communication, as well as McGraw-Hill’s Connect ® platform for assignments and exams. Your computer should also have MS Excel ® software (with Solver engine installed), preferably running in MS Windows ®. The Excel add-ins are known to either run only in Windows or be more stable in the Windows environment than in other systems. Please be aware of that.

**OWL:** I will post grades, questions, comments, notes, and so forth on OWL. I will also post the latest version of the syllabus if it changes. It is your responsibility to ensure that you have the most up-to-date version of the syllabus and all other course materials by visiting OWL regularly.

**METHODS OF EVALUATION**

Course Component	Breakdown
Online Smart Book [Connect]	10%
Simulation-Practice Operations [Connect]	20%
Online Homework [Connect]	20%
Quizzes [Connect]	25%
Final Exam [Connect]	25%

**On-line Smart Book (10%):** Students need to preview the content of each chapter to be discussed during the course and to complete their assignments using Connect.

**Simulation-Practice Operations (20%):** The “Practice Operations” game is an experiential learning tool that will significantly improve the course’s theory-building and applicability. Practice Operations positions players as decision-makers in a clothing manufacturing company. Students will apply all concepts and tools of Operations Management as they manage their own companies toward profitability. Here are the modules:

Module	Title	Topic	Time	Weight
1	The production process	Make-to-order process analysis	~ 30 min	2%
2	Managing suppliers	Lean processes and quality operations	~ 45 min	2%
3	Forecasting and contracts	Make-to-order vs Make-to-stock operations	~ 45 min	3%
4	Human resources and capacity planning	Training, scheduling, process analysis and improvement	~ 45min	3%
5	New branch	Workforce capacity decisions	~ 90 min	5%

6	Maximize Net worth	Long-term perspective in operations	~ 120 min	5%
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Students will be marked individually according to each of the module's objectives (curved scores of the highest mark of up to TWO tries each). The average class score will be approximately 68-72, with a standard deviation of approximately 8-12 marks. Modules will become available as we progress through the course, and students may play each module as many times as they wish, up to a maximum of three tries. **Only the highest mark will be recorded.** The main objective is to expose students to realistic operations management and decision-making in a learning environment as closely aligned with practice as possible. Each module will be debriefed in class, and learning opportunities will be highlighted to enrich the experiential learning activity further. I hope you enjoy it!

**Online Homework (20%) :** Students must complete 4-6 assignments, each covering homework problems for one or more chapters, and submit them via Connect by the deadline.

**Quizzes (25%):** There will be 2-4 quizzes, **DUE ON SUNDAYS, 11:59 PM EASTERN DAYLIGHT TIME, CANADA.** covering several chapters in the textbook. The quizzes will be multiple-choice and short-answer using Connect. **Self-reported absence is not allowed for the quizzes.**

**Final Exam (25%):** The final exam will be scheduled during the exam period at the end of the course and will be in-class, using Connect, and will include multiple-choice, problem-solving, and short-answer formats. **Self-reported absence is not allowed for the final exam.**

#### **GRADE DESCRIPTORS (Western University)**

- A+ 90–100 One could scarcely expect better from a student at this level
- A 80–89 Superior work which is clearly above average
- B 70–79 Good work, meeting all requirements, and eminently satisfactory
- C 60–69 Competent work, meeting requirements
- D 50–59 Fair work, minimally acceptable
- F below 50 Fail

#### **A NOTE ON COURSE WORK**

This course has a duration of six weeks, requiring a weekly workload comparable to two weeks of a traditional in-person Fall/Winter term. Consequently, it requires a commitment of approximately **six hours of self-study per week, equivalent to two sessions of three hours each, in addition to 8-12 hours of self-directed study weekly dedicated to completing coursework, assignments, and related activities.** Due to the intensive nature of this course, students who are unable to commit this amount of time should reconsider enrollment. **No extensions will be granted for missed assignments. It is the students' responsibility to monitor all deadlines for activities, assignments, quizzes, and examinations throughout the six-week period.**

#### **COURSE POLICIES AND PROCEDURES**

##### ***Examinations and Projects Assigned for Grades***

Students who have any problems that may hinder their academic performance are encouraged to discuss these issues with the Professor or the appropriate College official *well before* exams and projects are due. It is much more difficult to justify giving special consideration after this fact.

**Students are expected to complete all required evaluation components in order to receive a grade in this course. Failure to complete all quizzes and exams will trigger a course failure.** Students with course conflicts and approved inter-university athletic conflicts, or students unable to write an exam or test based on medical or compassionate grounds, may apply to be excused.

Requests to be excused for any reason *always* must be accompanied by appropriate documentation – either

with the request or as soon as possible after the fact. A Medical Excuse Documentation Form is available from the Academic Dean's office. Please refer to the Policy and all documentation forms on Accommodation for Medical Illness at: [here](#) .

The use of programmable calculators that allow storage of programmed information during examinations will not be permitted. When in doubt, check with the professor well before the exam.

### ***Punctuality***

Tardiness at exams or for assignment hand-ins is unacceptable for any reason other than medical or compassionate grounds similar to those that excuse you from writing an exam. Students who are unacceptably late for an exam or test will not be given extra time beyond the scheduled conclusion time.

**Late hand-ins will be penalized at a minimum of 50% of the possible grade. In cases of self-report (for assignments only), late penalties will apply 72 hours later.**

### ***Plagiarism and Cheating***

Plagiarism and cheating are serious scholastic offences.

Computer-marked assessments and examinations may be subjected to similarity analysis using software designed to detect unusual patterns in answer choices that could suggest academic dishonesty. Any form of consultation or collaboration is strictly prohibited. **The use of Artificial Intelligence software for any course-related activities is expressly forbidden. Any suspected use of such software will result in a zero grade for the course.**

**Every Quiz and Exam in this course will be proctored. Any suspicious activity flagged by the proctoring software "Proctorio +" will result in a ZERO mark for the activity and may trigger a ZERO MARK FOR THIS COURSE.**

**Use of electronic devices:** Cell phones (and other smartphone devices) must be kept off during class activities, including homework, quizzes, exams, readings, and experiential learning activities. Likewise, texting is not permitted in class activities. If there is a compelling reason you need your phone in a class activity, please let me know in advance and keep it on vibration mode to minimize disruption. You are not allowed to have a cell phone or any other electronic device with you during tests or examinations.

**Course Schedule:** Basic information is provided below. Any changes due to unforeseen difficulties or to accommodate learning will be posted in OWL. For the full details of the course schedule, please check OWL. **IMPORTANT:** It is up to students to familiarize themselves with the class schedule and plan accordingly.

## COURSE SCHEDULE – SUBJECT TO UPDATING - LATEST VERSIONS IN OWL

week	dates	Smart Book chapters	Videos	Home Work	Practice Operations Game	Exams
1	May 4th to May 10th, 2026	1, 2, 3	YouTube	Proctorio Practice and HW1	Module 1	
2	May 11th to May 17th, 2026	4, 5, 7	YouTube	HW2	Module 2	Quiz 1
3	May 18th to May 24th, 2026	8, 9, 10		HW3	Module 3	
4	May 25th to May 31st, 2026	11, 12, 13		HW4	Module 4	Quiz 2
5	June 1st to June 7th, 2026	16, 18, 22		HW5		Quiz 3
6	June 8th to June 12th, 2026			Review	Module 5, 6	Final

# King's University College General Course Policies 2025-2026

## **1. Academic Accommodations, Consideration for Absences**

### **Academic Accommodation (Accessibility)**

Accessibility Services works to ensure that academic programs are accessible to all students, and supports students who may have a condition related to, but not limited to, vision, hearing, mobility, different ways of learning, mental health, chronic illnesses, chronic pain, autism spectrum disorder, ADD/ADHD, and temporary conditions (beyond short-term academic consideration). Accessibility Services provides recommendations for accommodation based on medical documentation or psychological and cognitive assessment. The accommodation policy can be found here [Academic Accommodation for Students with Disabilities](#). Information on Accessibility Services at King's can be found [here](#).

### **Academic Consideration for Student Absence**

If a student is unable to meet a course requirement due to substantial but temporary extenuating circumstances (medical or compassionate), they should follow the procedures below.

In some cases, where instructors have built flexibility into their assessments, this flexibility will already address consideration needs.

Requests for academic consideration should be directed to the Academic Advising Office of your faculty/college of registration. Requests must be made as soon as possible and no later than 48 hours after the missed assessment.

As a rule, documentation is required for academic consideration. For academic consideration requests on medical grounds, the Student Medical Certificate is available at [here](#).

Students are permitted one academic consideration request without supporting documentation per term per course. Instructors may designate one assessment per half-course weight as requiring formal supporting documentation. Please refer to the course outline for each course. For further information, please see:

<https://mykings.ca/intranet/app/#/academics/academic-advising/academic-consideration-requests-and-student-absence-portal>

### **Absences from Final Examinations**

If you miss the Final Exam, contact the Academic Advising Office of your faculty/college of registration as soon as you are able to do so. They will assess your eligibility to write the Special Examination (the name given by the University to a makeup Final Exam).

You may also be eligible to write the Special Exam if you are in a “Multiple Exam Situation” (e.g., more than 2 exams in 23-hour period, or more than 3 exams in a 47-hour period).

If a student fails to write a scheduled Special Examination, the date of the next Special Examination (if granted) normally will be the scheduled date for the final exam the next time this course is offered. The maximum course load for that term will be reduced by the credit of the course(s) for which the final examination has been deferred. See the Academic Calendar for details [https://academicsupport.uwo.ca/accessible\\_education/exams/index.html](https://academicsupport.uwo.ca/accessible_education/exams/index.html).

## **Religious Accommodation**

Students should consult the University's list of recognized religious holidays, and should give notice in writing to the instructor and Academic Advising Office if a course requirement will be affected by a religious holiday/observance. Notice must be given as early as possible, and no later than two weeks prior to an examination, and one week prior to a midterm test date. It is the responsibility of such students to inform themselves concerning the work done in classes from which they are absent and to take appropriate action.

## **2. Support Services**

Accessibility, Counselling and Student Development at King's University College:

<https://mykings.ca/intranet/app/#/student-supports-and-services>

Students experiencing emotional or mental health distress can access services at King's University College: <https://mykings.ca/intranet/app/#/student-supports-and-services/personal-counselling>

Good2talk is a good online and phone 24/7 resource for students and is available in English, Mandarin, and French: <https://good2talk.ca>, 1-866-925-5454

MentalHealth@Western provides a complete list of options about how to obtain help: <https://www.uwo.ca/health/psych/index.html>

Academic Support Services at King's University College:

<https://mykings.ca/intranet/app/#/academics/academic-advising>

## **GBSV Support:**

King's is committed to reducing incidents of gender-based and sexual violence and providing compassionate support to anyone who has gone through these traumatic events. If you have experienced sexual or gender-based violence (either recently or in the past), you will find information about support services for survivors, including emergency contacts at: <https://mykings.ca/intranet/app/#/student-supports-and-services/campus-safety-and-reporting/gender-and-sexual-violence>

You can reach someone supports at Kings by emailing [Care@kings.uwo.ca](mailto:Care@kings.uwo.ca) or calling 519-930-4640 to reach a social worker who can offer help.

You can also reach Western's Gender-Based Violence & Survivor Support Case Manager by [email](#) or by calling 519-661-3568.

See also [https://www.uwo.ca/health/student\\_support/survivor\\_support/get-help.html](https://www.uwo.ca/health/student_support/survivor_support/get-help.html)

University Students' Council offers many valuable support services for students, including the health insurance plan: <http://westernusc.ca/services/>

### **3. Statement on Use of Electronic Devices**

**Use of Electronic Devices:** Unless explicitly stated otherwise, you are not allowed to have a cell phone, or any other electronic device, with you during tests or examinations. Unauthorized possession of such a device during a test or examination constitutes an academic offence.

**Use of Laptops, Tablets, and Smartphones in the Classroom:** King's University College at Western University acknowledges the integration of new technologies and learning methods into the curriculum. The use of electronic devices such as laptop computers, tablets, or smartphones can contribute to student engagement and effective learning. At the same time, King's recognizes that instructors and students share jointly the responsibility to establish and maintain a respectful classroom environment conducive to learning.

The use of electronic devices by students during lectures, seminars, labs, etc., shall be for matters related to the course at hand only. Students found to be using electronic devices for purposes not directly related to the class may be subject to sanctions under the Student Code of Conduct; see <https://mykings.ca/intranet/app/#/student-supports-and-services/campus-safety-and-reporting/student-code-of-conduct>

Inappropriate use of electronics (e.g., laptops, tablets, smartphones) during lectures, seminars, labs, etc., creates a significant disruption. As a consequence, instructors may choose to limit the use of electronic devices in these settings. In addition, in order to provide a safe classroom environment, students attending in-person class sessions are strongly advised to operate laptops with batteries rather than power cords.

### **4. Statement on Academic Offences**

King's is committed to academic integrity. Scholastic offences are taken seriously and students are directed to read the appropriate policy, specifically, the definition of what constitutes a Scholastic Offence, is posted at [here](#).

It is expected that students will submit work that is truly their own, completed without external assistance (human or artificial) except as explicitly permitted by the course instructor. Check with you instructor on what tools, including generative AI (ChatGPT, translation tools, grammar-checking tools) are permitted in the course. Because a tool is permitted in one course, that does not mean it is permitted in other courses.

All required papers may be subject to submission for textual similarity review to the commercial plagiarism detection software under license to the University for the detection of plagiarism. All papers submitted for such checking will be included as source documents in the reference database for the purpose of detecting plagiarism of papers subsequently submitted to the system; see <https://elearningtoolkit.uwo.ca/tools/OriginalityReports-TurnItIn.html>.

Computer-marked multiple-choice tests and/or exams may be subject to submission for similarity review by software that will check for unusual coincidences in answer patterns that may indicate cheating.

## **5. Copyright of Course Material**

Lectures and course materials, including PowerPoint presentations, tests, outlines, and similar materials are protected by copyright. Faculty members are the exclusive owner of copyright in those materials they create. Students may take notes and make copies for their own use. Students may not allow others to reproduce or distribute lecture notes and course materials publicly (whether or not a fee is charged) without the express written consent of a faculty member.

Unauthorized sharing of class content is subject to academic discipline.

Similarly, students own copyright in their own original papers and exam essays. If a faculty member wishes to post a student's answers or papers on the course website, they should ask for the student's written permission.

## **6. Use of Recordings**

Participants in this course are not permitted to record the sessions, except where recording is an approved accommodation and/or the participant has the prior written permission of the instructor. Unauthorized recording and/or sharing of class content is subject to academic discipline.

## **7. Policy on Attendance**

Any student who, in the opinion of the instructor, is absent too frequently from class or laboratory periods in any course, will be reported to the Dean of the Faculty offering the course, after due warning has been given. On the recommendation of the department concerned, and with the permission of the Dean of that Faculty, the student will be debarred from taking the regular examination in the course.