



BUSA 603 – Operations Management

SPRING 2026

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Class time: Asynchronous online (Canvas)
Office hours: MWF 1-3 PM or request by email

COURSE DESCRIPTION

Discusses methods and models for managing the operations function in service and manufacturing organizations. Topics include operations strategy, operations planning and control, materials and inventory management, operations and staff scheduling, supply chain management, and quality management.

TEXTBOOK

Operations and Supply Chain Management for MBAs, 8th Edition

Authors: Jack R. Meredith & Scott M. Shafer

Publisher: John Wiley & Sons

ISBNs: ISBN-10: 1119898692; ISBN-13: 978-1119898696

COURSE OBJECTIVES

- 1) Develop your understanding of the Operations functions in manufacturing and service organizations
- 2) Understand the analysis and design of manufacturing and service operations system, especially in view of the developments in quantitative techniques and computer technology.
- 3) Develop your insights into the implications of the operations strategy for enhancing our competitive edge in the global market.

ASSURANCE OF LEARNING

The Miller College of Business is committed to ensuring that every student who graduates with an MBA degree is competent in four areas that are crucial to success in business. These learning goals can be easily remembered with the acronym **LEAD** (Leadership, Ethics, Analytics, and Decision Making).

MBA Goals (**LEAD**)

Leadership: Miller College MBA Graduates will be able to develop leadership and management skills. They will be able to

- Explain relevant leadership theories
- Apply leadership theories effectively to solutions
- Assess personal leadership strengths and weaknesses
- Relate lessons from leadership theories and personal assessment to personal career

Ethics: Miller College MBA Graduates will recognize and address ethical business issues. They will be able to

- Identify ethical dilemmas
- Identify consequences of ethical dilemmas
- Articulate motivators driving behavior relative to ethical dilemmas
- Articulate a framework for resolving ethical dilemmas

Analytics: Miller College MBA Graduates will be able to interpret and communicate patterns in data, identify and apply the tools and techniques of data analysis, using technical knowledge to analyze problems and propose a solution. Specifically, they will be able to

- Understand the value of data collection and analysis in acquiring knowledge and making decisions in today's business environment
- Identify appropriate statistical techniques and understand their limitations for a given set of conditions in order to answer a particular question.
- Apply quantitative modeling and data analysis techniques to the solution of real-world business problems.
- Effectively present and communicate results using data visualization techniques.

Decision Making: Miller College MBA Graduates will be able to demonstrate effective evidence-based decision making. They will be able to

- Articulate the decision situation and criteria
- Identify and describe key decision alternatives
- Use data to correctly identify the likelihood of outcomes (favorable/unfavorable)
- Use data to assess the impact of outcomes (favorable/unfavorable)
- Make an informed decision and provide support

In this class, you will demonstrate

Analytics: identify and apply the tools and techniques of data analysis to business issues

Decision making: identify and suggest resolutions to business issues

COURSE POLICIES:

Participation and Timeliness:

Your participation and timeliness are important to your academic success. Students must be self-motivated and disciplined to meet all due dates. Developing a routine is essential. All assignments are expected to be submitted by a specific time and date. Assignments submitted late will be graded “0”.

Students with Disabilities:

If you need course adaptations or accommodations because of a disability, please contact the instructor of record as soon as possible. Ball State's Disability Services Office coordinates services for students with disabilities; documentation of a disability needs to be on file in that office before any accommodations can be provided. Disability Services can be contacted at 765-285-5293 or dsd@bsu.edu.

Freedom of Expression

In this course, we are committed to fostering a learning environment that values intellectual diversity, encourages free expression, and promotes open inquiry. As members of the Ball State Community, we treat each person in the Ball State community with civility, courtesy, compassion, and dignity and respect and learn from differences in people, ideas, and opinions. Please review Ball State University's Statement on Freedom of Expression, the resources on Ball State's Freedom of Expression webpage, and Ball State's Beneficence Pledge.

Communication:

Questions of a personal nature, such as questions about your grade or anything personal intended for the instructor, please use your BSU Canvas email. The instructor will typically respond to messages within 24 hours of receiving them during weekdays.

Academic Integrity:

Students are expected to adhere to university guidelines as presented in the Code of Student Rights and Responsibilities as outlined in the student handbook.

Etiquette Statement

- Be mindful to not use language that could be considered strong or offensive.
- Keep all writings and correspondence as professional as possible.
- Keep writing to a point and stay on topic.
- Double-check all writing to make sure that it clearly conveys the exact intended message.

Ball State First Day

This course is part of our course material delivery program, Ball State First Day. The bookstore will provide each student with a convenient package containing all required physical books and any digital materials will be integrated into Canvas for this course.

You should have received an email from the bookstore confirming materials provided for each of your courses and asking you to select how you would like to receive any printed components (in-store pick up or home delivery). If you haven't done so already, please confirm your fulfillment

preference so the bookstore can prepare your materials. Students who do not want to participate in the First Day program may choose to opt out.

To access your digital materials within Canvas:

Delivery Method	Direction
eBook	Select the “Course Materials” link
Courseware – SSO Partner Integration	Select the “Course Materials” link
Courseware – Access Code Reveal	Reveal the access code in the “Course Materials” link and redeem the code at the link provided on that page, or in the publisher’s integration in Canvas
Courseware – Publisher Direct	Select the publisher’s link in your course

Technology Information:

Become familiar with the class interface before the semester begins and seek help if necessary. BSU provides resources to help you. A lack of Canvas knowledge is not an acceptable excuse for late or incomplete work.

Technical Equipment:

In order for you to be successful in this type of course (e.g., online delivery, distance education), you will need the technology listed in the “Technology for Online and Distance Education Students.”

Technical Assistance:

If you have technical questions, you can contact Ball State's Help Desk. In addition, the Help Desk staff has put together many how-to video clips in its Tech Clips section that can guide you through many of the most common questions. The helpdesk can be contacted at: 765-285-1517 or email at helpdesk@bsu.edu.

Student Academic Ethics Policy

Honesty, trust, and personal responsibility are fundamental attributes of the university community. Academic dishonesty and other forms of academic misconduct threaten the foundation of an institution dedicated to the pursuit of knowledge and will not be tolerated. To maintain its credibility and reputation, and to equitably assign evaluations of scholastic and creative performance, Ball State University is committed to maintaining a climate that upholds and values the highest standards of academic integrity. Visit the VPAA’s [academic integrity website](#) (Students tab) for resources on understanding academic integrity, citing sources properly, and avoiding inadvertent academic dishonesty. To learn about BSU’s academic integrity expectations and students’ rights, please read the University [Student Academic Ethics Policy](#).

Academic integrity violations include giving or receiving an unfair academic advantage (cheating), presenting someone else’s ideas or work as your own (plagiarism), and falsifying academic records. Unless otherwise indicated, you must work independently by yourself. Check with me if

you are unsure whether something constitutes academic dishonesty. Examples of academic integrity violations include but are not limited to:

- Using resources not authorized by the faculty member (including devices, AI tools, hidden notes, and open books)
- Using commercial study websites to find answers to graded assignments (Chegg, Course Hero, StudyPool, OneClass, etc.).
- Without the instructor’s written permission, giving away, buying, or selling graded assignments class notes, exams, study guides, or other course materials to other students or to third-party vendors (Course Hero, Chegg, 24HourAnswers, etc.).
- Working with another person on any assignment other than authorized group projects.
- Sharing or allowing others to access your files, whether done with permission or not.
- Reusing your own work from another semester, course, or section.
- Sharing answers with others during exams (passing notes, texting, whispering, gesturing)
- Discussing exam questions and answers with students who have not taken the exam.
- Soliciting others to complete work for you.

GRADING POLICIES:

Grades are private and available only on Canvas. Communication with the instructor of a confidential nature is to be conducted via you BSU or Canvas email.

COURSE GRADING & SCALE:

	Points
Chapter Assignments	200
Weekly Discussion	200
Reflective report	80
2 Exams	120
TOTAL:	600

Final Grade	From	To
A	560	600
A-	540	559
B+	520	539
B	500	519
B-	480	499
C+	460	479
C	440	459
C-	420	419
D+	400	839
D	380	399
D-	360	379
F	<360	

COURSE OUTLINE AND TENTATIVE SCHEDULE:

Class time	Topic	Assignments
01/05-01/11	Chapter 1: OSCM for competition	Quiz and Discussion
01/12-01/18	Chapter 2: project Management	Quiz
01/19-01/25	Chapter 2: project Management (cont'd)	Discussion
01/26-02/01	Chapter 3: Designing the output and its delivery process	Quiz
02/02-02/08	Chapter 3: Designing the output and its delivery process (cont'd)	Discussion
02/09-02/15	Chapter 4: Capacity and scheduling	Quiz
02/16-02/22	Chapter 4: Capacity and scheduling (cont'd)	Discussion
02/23-03/01	Exam 1	
03/02-03/08	Spring Break	
03/09-03/15	Chapter 5: Strategic management of supply chains	Quiz, discussion
03/16-03/22	Chapter 6: Supply chain planning and analytics	Quiz
03/23-03/29	Chapter 6: Supply chain planning and analytics (cont'd)	Discussion
03/30-04/05	Chapter 7: Monitoring and controlling the process	Quiz, discussion
04/06-04/12	Chapter 8: Six sigma	Quiz
04/13-04/19	Chapter 8: Six sigma (cont'd)	Discussion
04/20-04/26	Chapter 9: Developing successful organizational and marketing strategy	Quiz, discussion
04/27-05/01	Exam 2 and reflective report (due on 05/01 Friday)	