**Course Change Proposal**

**Form A**

<table>
<thead>
<tr>
<th>Academic Group (College):</th>
<th>Academic Organization (Department):</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>College of Business Administration</td>
<td>College of Business Administration</td>
<td></td>
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</tbody>
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<table>
<thead>
<tr>
<th>Type of Course Proposal:</th>
<th>Department Chair: (Associate Dean)</th>
<th>Submitted by:</th>
</tr>
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</table>

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<thead>
<tr>
<th>Does this course fulfill a requirement for single-subject or multiple subject credential students?</th>
<th>For Catalog Copy:</th>
<th>Semester Effective:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes ___ No <em>X</em></td>
<td>Yes <em>X</em> No ___</td>
<td>Fall <em>X</em> Spring __, 2012</td>
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<tr>
<th>CCE:</th>
<th>Yes ___ No ___</th>
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This course replaces experimental course Subject Area (prefix) and Catalog Number (course number):

This Catalog Number (course number) is being replaced:

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**Change from:**

<table>
<thead>
<tr>
<th>Subject Area (prefix) &amp; Catalog No. (course no.):</th>
<th>Title:</th>
<th>Units:</th>
</tr>
</thead>
<tbody>
<tr>
<td>BHON 109</td>
<td>Operations Management</td>
<td>2</td>
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</table>

**Change to:**

<table>
<thead>
<tr>
<th>Subject Area (prefix) &amp; Catalog No. (course no.):</th>
<th>Title:</th>
<th>Units:</th>
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**JUSTIFICATION:**

As the Northern California region recovers from the economic downturn, businesses, not-for-profits and government agencies/departments will begin seeking business graduates who are capable of leading their business units as well-qualified managers. The Business Honors Program will focus on developing our best students to fill these opportunities through a challenging business curriculum that emphasizes cross-functional integration in enterprise planning, problem solving and decision making. (This course is part of the Business Honors curriculum.)

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**NEW COURSE DESCRIPTION:** (Not to exceed 80 words, and language should conform to catalog copy. See [http://www.csus.edu/acaf/univmanual/crspsl.htm - Guidelines for Catalog Course Description](http://www.csus.edu/acaf/univmanual/crspsl.htm))

Introduces the basic concepts and methods used to analyze and improve operation performance in manufacturing and service organizations. Topics include operations strategy, process design and capacity management, inventory management, supply chain management, and operations planning and control.

**Note:**

Prerequisite: Admitted to the Business Honors Program

Enforced at Registration: Yes _X_ No ___

Corequisite:

Enforced at Registration: Yes ___ No ___

**CAN (California Articulation Number):**

<table>
<thead>
<tr>
<th>Graded: Letter <em>X</em> Credit/No Credit ___</th>
<th>Instructor Approval Required? Yes ___ No ___</th>
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</thead>
<tbody>
<tr>
<td>Lecture</td>
<td>Title for SIS+/CMS (not more than 30 characters)</td>
</tr>
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Cross Listed?

Yes ___ No _X_

If yes, do they meet together and fulfill the same requirement, and what is the other course.

**How Many Times Can This Course be Taken for Credit? _1_**

Can the course be taken for Credit more than once during the same term? Yes ___ No _X_
FOR NEW COURSE PROPOSALS OR SUBSTANTIVE CHANGES ONLY:

Description of the Expected Learning Outcomes: Describe outcomes using the following format: “Students will be able to: 1), 2), etc.” See the example at http://www.csus.edu/aaf/example.htm
Learning Goal: Recommend strategies for improving operations using appropriate techniques.

Learning objectives:
- Explain the relationship between operations management and business performance.
- Formulate solutions to specific problems using quantitative methods.
- Recommend process improvements by applying appropriate analytical techniques.
- Discuss quality and inventory controls.
- Analyze and select an appropriate queuing system using cost and service criteria.
- Provide an assessment for capacity management.

**Attach a list of the required/recommended course readings and activities [Note: it is understood that these are updated and modified as needed by the instructor(s).] This attachment should be forwarded only to your Dean's office, not Academic Affairs.

Assessment Strategies: A description of the assessment strategies (e.g., portfolios, examinations, performances, pre-and post-tests, conferences with students, student papers) which will be used by the instructor to determine the extent to which students have achieved the learning outcomes noted above:

Grades:
- Exams (assess knowledge and concept understanding)
- Written assignments (assess incremental concept development/understanding)
- Class participation (demonstrate understanding)

For whom is this course being developed?
Majors in the Dept. X  Majors of other Depts ___  Minors in the Dept ___  General Education ___  Other ___
Is this course required in a degree program (major, minor, graduate degree, certificate)? Yes ___ No ___
If yes, identify program(s): Business Honors

Does the proposed change or addition cause a significant increase in the use of College or University resources (lab room, computer facilities, faculty, etc.)? Yes ___ No ___
If yes, attach a description of resources needed and verify that resources are available.

Indicate which department or programs will be affected by the proposed course (if any). Business Honors for Business majors

The Department Chair's signature below indicates that affected programs have been sent a copy of this proposal form.

Approvals: If proposed change, new course or deletion is approved, sign and date below. If not approved, forward without signing to the next reviewing authority, and attach an explanatory memorandum to the original copy.

Signatures: ___________________________  Date: 3/32-1
Department Chair:

College Dean or Associate Dean:

CPSP (for school personnel courses ONLY)

Associate Vice President and Dean for Academic Programs

Distribution: Academic Affairs (original), Department Chair and College Dean. Dean's office to send original after approval to Academic Affairs, at mail zip 6016. An electronic copy must also be sent.
BHON 109 - Operations Management

Suggested Course Outline

Course Description: Introduces the basic concepts and methods used to analyze and improve operation performance in manufacturing and service organizations. Topics include operations strategy, process design and capacity management, inventory management, supply chain management, and operations planning and control.

Learning Goal: Recommend strategies for improving operations using appropriate techniques.

Learning objectives:
- Explain the relationship between operations management and business performance.
- Formulate solutions to specific problems using quantitative methods.
- Recommend process improvements by applying appropriate analytical techniques.
- Discuss quality and inventory controls.
- Analyze and select an appropriate queuing system using cost and service criteria.
- Provide an assessment for capacity management.

Learning Assessment:

<table>
<thead>
<tr>
<th>Assignments</th>
<th>100</th>
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<tbody>
<tr>
<td>Project</td>
<td>100</td>
</tr>
<tr>
<td>Final exam</td>
<td>100</td>
</tr>
<tr>
<td>Total</td>
<td>300</td>
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Topics covered:
- Operations strategy in the global economy
- Competitiveness, strategies and productivity
- Project management
- Managing quality
- Location strategies
- Supply chain management
- Managing capacity with the presence of variability
- Forecasting and aggregate planning
- Batch process
- Flow management
- Push and pull systems
- Managing inventory in supply chains
- Risk management in supply chains
- Integrated product/service, process and supply network design
- Product and service design
- Process selection and facility layout
- Inventory management