

DEPARTMENT OF BUSINESS AND OFFICE ADMINISTRATION

COURSE OUTLINE – Winter 2026

BA3120 (A3): Operations & Supply Chain Management – 3 (3-0-0) 45 Hours for 15 Weeks

Northwestern Polytechnic acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

INSTRUCTOR:	Bianca Dudenhoffer	PHONE:	(780) 539-2864
OFFICE:	C205	E-MAIL:	bdudenhoffer@nwpolytech.ca
OFFICE HOURS:	Mon/Wed: 11:30 am – 1:00 pm or by appointment, best way to contact: email		

CALENDAR DESCRIPTION:

Operations and supply chain management and its importance to the overall strategy and competitiveness of a firm are examined in this course. Students will explore how operations management influences organizational strategy and change, and how the framework of supply chain management and logistical decision-making impact organizational performance. The 5 Ps of operations management (people, plants, parts, processes, and planning) are also reviewed.

PREREQUISITES: BA2540 & MG2000

REQUIRED TEXT/RESOURCE MATERIALS:

Roberta S. Russell, Bernard W. Taylor, Tiffany Bayley, Ignacio Castillo Operations Management: Creating Value Along the Supply Chain, 2nd Canadian Edition

Students will need Wiley + Access

The text will be used extensively. All students must purchase the Wiley + Access. Students will need Wiley + to gain access to online resources and quizzes. It is the student's choice if they purchase a physical textbook with a Wiley + code or an e-book with a Wiley + code.

DELIVERY MODE:

On-campus (attend on-campus, in-person) – This type of course will be delivered on campus in a specific location which will be indicated on the student timetable. Students are expected to fully attend in person.

LEARNING OUTCOMES:

Upon successful completion of the course, students will be able to:

1. Identify and describe the common operations and supply chain management processes
2. Explain the importance of operations and supply chain management on organization strategy
3. Explain how operations and supply chain management impact organization competitiveness
4. Demonstrate an understanding of basic operational decision-making tools
5. Identify and plan for the allocation of scarce resources
6. Understand global challenges to procurement and distribution and their impact on the organization

TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page

<http://www.transferalberta.alberta.ca>.

**** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability**

EVALUATIONS:

Assessment	Weighting
Quizzes (6)	20%
Midterm	25%
Final Project	15%
Final Project Presentation	10%
Final Exam	30%
Total	100%

Evaluation Policies:

Quizzes

- Quizzes will be scheduled through Wiley +. It is your responsibility to follow the due dates associated with those quizzes. The quizzes will be marked and corrections for the attempted quiz will be made available to the student after the due date.
- There are no rewrites or extensions on quizzes because the answers are automatically released after the due date.

Final Project/Presentation

- The final project must be submitted by the due date. Late final projects will receive a 10% deduction each day it is late unless prior arrangement has been made with the instructor to submit it past the deadline due to a valid reason*. Final projects submitted five days or more past the due date are given a grade of zero.
- Final projects will be submitted in Word document OR PDF through myClass and will be subject to Turnitin plagiarism assessment.

Midterm Exam:

- This midterm is to be taken live in class, so please be sure to be present.
- If you miss an exam, you will have a grade of 0 for that test, unless you had prior permission with a valid reason*.

Final Exam:

- The final exam is cumulative. You will need to be present in class for this as well. The format utilized will be announced before the exam.
- Final exams will be written as scheduled by the Registrar's office during the exam period. Do not plan activities during this period. Examinations will start at the scheduled time. Extra time will not be allotted to students who arrive late for an examination.
- Students who fail to report for a scheduled examination, and who do not qualify for a deferred examination, will receive a grade of "F" for the missed examination.
- Deferred final examinations may only be granted when an examination has been missed or interrupted because of a valid reason*, as determined by NWP policy.
- The Final Exam is 2 hours in duration.
- *Valid Reasons include:
 - Bereavement
 - Personal illness or injury
 - Religious Observance/Conviction
 - Domestic affliction
 - Final Examinations scheduled concurrently
 - Other (for example civil obligations such as jury duty)

In cases of illness (physical, mental or emotional), medical or other relevant documentation may be required.

GRADING CRITERIA

Please note that most universities will not accept your course for transfer credit **IF** your grade is **less than C-**.

Alpha Grade	4-point Equivalent	Percentage Guidelines	Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	95-100	C+	2.3	67-69
A	4.0	85-94	C	2.0	63-66
A-	3.7	80-84	C-	1.7	60-62
B+	3.3	77-79	D+	1.3	55-59
B	3.0	73-76	D	1.0	50-54
B-	2.7	70-72	F	0.0	00-49

COURSE SCHEDULE/TENTATIVE TIMELINE:

BA3120 - Operations & Supply Chain Management			
Week	Topic	Required Reading	Activity
1	Introduction to Operations & Supply Chain Management	Course Outline Chapter 1	Get textbook with Wiley+
2	Product & Service Design	Chapters 4 & 5	Quiz #1 (Chapters 1,4,5)
3	Process & Technology	Chapter 6	
4	Capacity & Facilities Design	Chapter 7	Quiz #2 (Chapters 6,7)
5	Project Management	Chapter 9	Quiz #3 (Chapter 9)
6	Midterm Exam	Chapters 1,4,5,6,7,9	Midterm (25%)
7	WINTER BREAK (NO CLASSES)		
8	Supply Chain Management: Strategy & Design	Chapter 10	
9	Global Supply Chain Procurement and Distribution	Chapter 11	Quiz #4 (Chapters 10,11)
10	Inventory Management	Chapter 13	
11	Business Conference & Resource Planning	Chapter 15	Quiz #5 (Chapters 13,15)
12	Lean Systems	Chapter 16	Quiz #6 (Chapters 16,17)
13	Scheduling	Chapter 17	Final Project Due: Sunday, April 5
14	Final Project Presentations		Final Project Presentations
15	Final Project Presentations / Final Exam Review	All Chapters	

****Please Note, the midterm will be February 9, 2026. Friday, February 13's class will be an online class, there will be no in-person class that day.**

STUDENT RESPONSIBILITIES:

Attendance: Students are expected to attend all scheduled lectures, arrive on time, and remain for the duration of the activities. Arriving late and leaving early is disruptive to the entire class. Frequent tardiness may be treated as an absence.

Email: Email is the preferred option to communicate with your instructor. **Email correspondence to your instructor must be sent from your NWP student email account.** Emails should be professionally formatted and include a subject, correct spelling and grammar, and a reference to course material and/or textbook pages, etc. Emails that do not adhere to this format may not be responded to.

Recording: Photographing and/or recording course content is strictly prohibited unless advance permission is obtained from the instructor and any guest presenter(s). In the event permission is granted, such recordings may only be used for individual study, and may not be reproduced, transferred, distributed or displayed in any public manner.

Please click on the following link to read the student Rights and Responsibilities Policy:

<https://www.nwpolytech.ca/about/administration/policies/fetch.php?ID=69>

STATEMENT ON ACADEMIC MISCONDUCT:

Academic Misconduct will not be tolerated. For a more precise definition of academic misconduct and its consequences, refer to the Student Rights and Responsibilities policy available at <https://www.nwpolytech.ca/about/administration/policies/index.html>.

****Note:** all Academic and Administrative policies are available on the same page.

USE OF GENAI:

You can use GenAI tools in this course, but your AI use depends on assessment (assignment) requirements. Follow all directions as provided. If you have any questions/concerns, please ask.

Learning to use AI tools well takes time and practice, so set aside time to 'play' with the AI tools used in this class. Since AI Literacy is an emerging skill (for instructors and students), we will experiment to discover how best to use AI tools for our academics. Familiarize yourself with AI strengths and weaknesses. AI is prone to fabrication (factual inaccuracies), so check AI outputs. Assume outputs contain errors unless you know the answer or can confirm the outputs using other supporting sources. You are responsible for any errors or omissions the AI tool provides that you fail to identify and resolve.

Important: AI is a tool, but one that **you need to acknowledge using transparently**. In addition to standard reference and citation expectations (*see the NWP Library's [Citing Generative AI](#)), **always include a supplemental reflective paragraph** (written only by you, the student)) at the end of any assignment that uses AI. Explain (in your own words) what

you used the AI for and what prompts you used to get the results. Failure to provide a personal reflective paragraph in your own words may be considered academic misconduct.

Words of advice: If using GenAI, the primary challenge you face will be to ensure that AI use supports, rather than replaces, your learning. Be thoughtful.