

Course Outline

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| Course Code | RSM 270 H1 S |
| Course Name | Operations Management |
| Term, Year | Winter 2026 |
| Course Meets | L0101 – Mondays 9:00am-11:00am / SS L0201 – Mondays 1:00pm-3:00pm / SS L0301 – Mondays 3:00pm-5:00pm / SS (Room number available on ACORN) |
| Web page URL | https://q.utoronto.ca |

Instructor Details

| Name | Email | Phone | Office Hours | Virtual Office |
|-------------|---|--------------|---|---|
| Susan F. Lu | susanfeng.lu@rotman.utoronto.ca (Please start subject with RSM270 + Session Time) | 416-864-8379 | Tuesdays from 2-3 pm, Room 415, North Building | Thursdays from 2-3 pm and by appointment |

Course Description

Operations is the term that refers to the process by which an organization converts inputs (e.g., labour, material, knowledge, equipment) into outputs (goods and/or services) for both internal and external markets. In this course, we will study how to manage this process. We will study strategic issues related to how firms determine their competitive strategy, as well as tactical and operational decision-making. Topics include: *Operations Strategy, Processes in Manufacturing and Services, Waiting-Line Management, Capacity Planning, Inventory Management, Revenue Management, and Linear Programming.*

Learning Outcomes

By the end of this course, students will be able to:

- Define and explain operations management's core concepts, principles, and functions, including its role in manufacturing and service industries.
- Develop the ability to analyze and design efficient, effective operational processes, and to identify areas for improvement.
- Develop critical thinking and decision-making skills, applying quantitative and qualitative tools to solve operational problems and make informed decisions.

Course Prerequisites

Completion of the Rotman Commerce Guaranteed Admission requirements.

Course Materials

Suggested Readings

- ***Operations and Supply Chain Management*** (print version) 17th Edition by Jacobs and Chase, 2024, McGraw-Hill Irwin. (The 15th or 16th editions are also acceptable).

Evaluation and Grades

Grades are a measure of the knowledge and skills a student develops in individual courses. Each student will receive a grade based on their command of the course materials, skills, and learning objectives.

| Work | Percentage of grade | Due Date |
|---------------------|---------------------|------------------------------|
| Class Participation | 10% | Ongoing |
| Group Projects | 10% | March 23rd and 30th |
| Mid-Term Test | 32% | February 27th |
| Assignments | 10% | See weekly schedule on pg. 7 |
| Final Term Test | 38% | TBA by FAS |

Course Format and Expectations

All lectures for this course are scheduled to be conducted in person. Throughout the course, students must complete six bi-weekly assignments. Students will get the most out of this course by regularly attending lectures and participating actively in class discussions. There are two exams—a midterm and a final—and, in the last two weeks of class, group project presentations.

Assignments (10%)

A total of 6 online assignments will be posted on Quercus throughout the term. They will each be equally weighted in determining the final grade.

Project Presentations (10%)

The group project presentation can be on any topic covered in RSM270. Students can work in teams of four or five, and presentations will take place during the last two weeks of class. All students on the same team will receive the same grade. Further details will be given in the project assignment, which will be posted on Quercus during the term.

Support is available if you encounter common teamwork challenges, such as:

- Team members feel left out.
- Team members are not responding to communications in a timely manner.
- Division or quality of work among team members is unequal or unfair.

Consult the [Centre for Professional Skills Teamwork Resources page](#) for tips, strategies, and best practices. You can also [book an appointment with a teamwork mentor](#) through the RC Centre for Professional Skills Writing Centre or by emailing rotmancommerce.teamworkhelp@utoronto.ca. Teamwork mentors can help you resolve or mitigate conflict, strategize on planning, or improve team communication.

If you are a student registered with Accessibility Services, and extensions are one of your academic accommodations, consult with your Accessibility Advisor about the teamwork in this course.

Class Participation (10%)

There are two elements as part of class participation:

Poll Everywhere questions: These typically test a student's understanding of the material and may be spread throughout the lecture. Students must register for a free Poll Everywhere account with their U of T email address and can use a laptop or smartphone to participate. Only the best 8 out of 10 lectures with Poll Everywhere questions will be used to calculate a student's final course grade.

Verbal participation: Students are expected to prepare thoroughly and try to attend every class. Since participation is a graded component of the course, students will be evaluated on the following: Thoughtful responses, understanding, and analysis of the topic, idea generation, promoting further discussion, respect, active listening and participation, and attentiveness.

In addition, you are expected to be in your seats when class begins. If you are late more than 20 minutes, it will count as a half-absence (two half-absences count as one absence).

Rotman Commerce Attendance Policy

Rotman Commerce students are expected to make every effort to attend each class. Infrequently, students may miss term work, e.g., quizzes, assignments, etc., due to unplanned and extenuating circumstances and must follow the Request for Special Consideration process as outlined in their course outlines. However, Rotman Commerce will not approve any Request for Special Consideration for participation marks for missed classes. Any such request will be denied.

Midterm Exam (32%)

There is an in-person midterm exam on February 27th at 6pm. It will be on paper, and a handwritten two-sided A4 aid sheet and a basic calculator are allowed. It will be based on lectures 1-5.

Final Exam (38%)

There is an in-person final exam during the April 9th-29th exam period (TBA). It will be on paper, and a handwritten two-sided A4 aid sheet and a basic calculator are allowed. The final exam is not cumulative and will cover lectures 6 through 11.

Missed Tests and Assignments (including mid-term and final-term assessments)

Students who miss a test or assignment for reasons entirely beyond their control (e.g., illness) may request special consideration **within two business days** of the missed midterm/test/assignment due date.

In such cases, students must:

1. Complete the Request for Special Consideration form: <https://uoft.me/RSMConsideration>
2. Provide documentation to support the request, e.g. Absence Declaration from ACORN, medical note, etc.

Please note: As of September 2023, students may use the Absence Declaration on ACORN ***once per term*** to report an absence and request consideration. **Any subsequent absence will require a [Verification of Illness form](#) or other relevant documentation.**

Students who do not submit their requests and documentation within two days may receive a grade of 0 (zero) on the missed course deliverable. Students who do not provide this information will be given a grade of 0 (zero) for the missed course deliverable. When a student misses an exam, the instructor will either offer a make-up test or re-weight the other deliverables to account for the missed exam. The instructor will make this choice.

Final Exams: If you miss the final exam in this course for a legitimate reason (illness, etc), you will need to contact your College Registrar to file a petition for a deferred exam. This deferred exam will be written later as established by the Faculty of Arts & Science. Instructions can be found here: <https://www.artsci.utoronto.ca/current/faculty-registrar/petitions-appeals/preparing-petition>

Late Assignments

Students are given a one-hour grace period after the due date for all assessments (except the final exam). **During this extra hour, submissions are considered late, but no penalty is assessed. After that, late submissions will typically be penalized by 25% per day (or fraction of a day) unless the instructor has granted the student an extension.**

Students who are unable to submit an assignment by its deadline for reasons beyond their control must obtain approval from the instructor for an extension. Supporting documentation will be required as per the policy on missed tests and assignments.

Statement on Equity, Diversity, and Inclusion

The University of Toronto is committed to equity, human rights, and respect for diversity. All members of the learning environment in this course should strive to create an atmosphere of mutual respect where all members of our community can express themselves, engage with each other, and respect one another's differences. U of T does not condone discrimination or harassment against any persons or communities.

Commitment to Accessibility

The University is committed to inclusivity and accessibility, and strives to provide support for, and facilitate the accommodation of, individuals with disabilities so that all may share the same level of access to opportunities and activities offered at the University.

If you require accommodations for a temporary or ongoing disability or health concern, or have any accessibility concerns about the course, the classroom or course materials, please [email Accessibility Services](#) or visit the [Accessibility Services website](#) for more information as soon as possible. Obtaining your accommodation letter may take up to several weeks, so get in touch with them as soon as possible. If you have general questions or concerns about the accessibility of this course, you are encouraged to reach out to your instructor, course coordinator, or Accessibility Services.

Generative AI / ChatGPT

Students are permitted to utilize Generative Artificial Intelligence (AI) tools while completing assignments within this course. However, it is essential to comprehensively document this usage and subsequently upload the documentation as an appendix (or a separate file) upon request for each assignment. Should the instructor require the submission of this documentation, students are obliged to promptly provide the file to the instructor. This documentation should include what tool(s) were used, how they were used, and how the results from the AI were incorporated into the submitted work. Failure to adhere to this guideline, and instances where the usage of AI is detected without appropriate citation, could result in the forfeiture of 100% of the grade allocated for that particular assignment, both for you and your

teammates. It is important to emphasize that the use of Generative AI tools is strictly permitted only for assignments; their use is strictly prohibited during examinations, whether administered online or in person.

Academic Integrity

Academic Integrity is a fundamental value essential to the pursuit of learning and scholarship at the University of Toronto. Participating honestly, respectfully, responsibly, and fairly in this academic community ensures that the U of T degree that you earn will continue to be valued and respected as a true signifier of a student's individual work and academic achievement. As a result, the University treats cases of academic misconduct very seriously.

[The University of Toronto's Code of Behaviour on Academic Matters](#) outlines the behaviours that constitute academic misconduct, the process for addressing academic offences and the penalties that may be imposed. You are expected to be familiar with the contents of this document. Potential offences include, but are not limited to:

In papers and assignments

- Using someone else's ideas or words without appropriate acknowledgement.
- Submitting your own work in more than one course without the permission of the instructor.
- Making up sources or facts.
- Obtaining or providing unauthorized assistance on any assignment (this includes collaborating with others on assignments that are supposed to be completed individually).

On tests and exams

- Using or possessing any unauthorized aid, including a cell phone.
- Looking at someone else's answers.
- Misrepresenting your identity.
- Submitting an altered test for re-grading.

Misrepresentation

- Falsifying institutional documents or grades.
- Falsifying or altering any documentation required by the University, including (but not limited to) medical notes.

All suspected cases of academic dishonesty will be investigated by the procedures outlined in the [Code of Behaviour on Academic Matters](#). If you have any questions about what is or is not permitted in the course, please do not hesitate to contact the course instructor. If you have any questions about appropriate research and citation methods, you are expected to seek out additional information from the instructor or other U of T or RC resources such as the RC Centre for Professional Skills, the College Writing Centres or the Academic Success Centre.

Email

At times, the course instructor may decide to communicate important course information by email. As such, all U of T students are required to have a valid UTmail+ email address. You are responsible for ensuring that your UTmail+ email address is set up and properly entered on ACORN. For more information visit the [Information Commons Help Desk](#).

Forwarding your utoronto.ca email to a Gmail or other type of email account is not advisable. In some cases, messages from utoronto.ca addresses sent to Gmail accounts are filtered as junk

mail, which means that important messages from your course instructor may end up in your spam or junk mail folder.

Recording Lectures

Lectures and course materials prepared by the instructor are considered by the University to be an instructor's intellectual property covered by the Canadian Copyright Act. Students wishing to record a lecture or other course material in any way are required to ask the instructor's explicit permission and may not do so unless permission is granted. Students who have been previously granted permission to record lectures as an accommodation for a disability are excepted. This includes tape recording, filming, photographing PowerPoint slides, Quercus materials, etc.

If permission for recording is granted by the instructor (or via Accessibility Services), it is intended for the individual student's own study purposes and does not include permission to "publish" them in any way. It is forbidden for a student to publish an instructor's notes to a website or sell them in any other form without formal permission.

URL links for print

- ACORN: <http://www.acorn.utoronto.ca/>
- Email Accessibility Services: accessibility.services@utoronto.ca
- Accessibility Services website: <http://studentlife.utoronto.ca/as>
- University's Plagiarism Detection Tool FAQ: <https://uoft.me/pdt-faq>
- The University of Toronto's Code of Behaviour on Academic Matters: <http://www.governingcouncil.utoronto.ca/policies/behaveac.htm>
- Information Commons Help Desk: <http://help.ic.utoronto.ca/category/3/utmail.html>
- Become a volunteer note taker: <https://studentlife.utoronto.ca/program/volunteer-note-taking/>
- Accessibility Services Note Taking Support: <https://studentlife.utoronto.ca/service/note-taking-support/>
- Credit / No-Credit in RSM courses: <https://rotmancommerce.utoronto.ca/current-students/degree-requirements/credit-no-credit-option/>
- Rotman Commerce Academic Support: <https://rotmancommerce.utoronto.ca/current-students/academic-support/>
- Book an appointment with a writing or presentation coach: <http://uoft.me/writingcentres>
- Writing and Presentation Coaching academic support page: <https://rotmancommerce.utoronto.ca/current-students/academic-support/writing-and-presentation-coaching/>
- Centre for Professional Skills Teamwork Resources page: <https://rotmancommerce.utoronto.ca/teamwork-resources>
- Book an appointment with a Teamwork Mentor: <http://uoft.me/writingcentres>

Weekly Schedule

| Session | Date | Topics | Readings (Jacobs & Chase) | Assignments |
|-----------------------|---------------------------------------|---|--|---|
| 1 | Jan. 5 | Introduction and Overview | Chapters 1 & 2 | |
| 2 | Jan. 12 | Process Analysis | Chapter 11 | |
| 3 | Jan. 19 | Little's Law & Inventory Build-up | Chapter 11 | Assignment 1, Jan. 25, 11:59pm |
| 4 | Jan. 26 | Queueing I | Chapter 10 | Assignment 2, Feb. 1, 11:59pm |
| 5 | Feb. 2 | Queueing II | Chapter 10 | Assignment 3, Feb. 8, 11:59pm |
| 6 | Feb. 9 | Demand Forecasting* | | |
| No Lecture | Feb. 16 | Reading Week (Feb. 16-20) | | |
| No Lecture | In-person Midterm Exam | Midterm date: Friday February 27th 6:00-8:00pm | A hand-written 2-sided A4 aid sheet & Calculator Allowed | |
| 7 | Mar. 2 | Inventory Management I | Chapter 18 | Assignment 4, Mar. 8, 11:59pm |
| 8 | Mar. 9 | Inventory Management II | Chapter 20 | |
| 9 | Mar. 16 | Inventory Management III | Chapter 20 | Assignment 5, Mar. 22, 11:59pm |
| 10 | Mar. 23 | Project Presentations | N/A | |
| 11 | Mar. 30 | Project Presentations | N/A | Assignment 6, Apr. 6, 11:59pm |
| Final Exam | TBA by FAS | Final Exam (2 hours) | | A hand-written 2-sided A4 aid sheet & Calculator Allowed |

*Material to be tested on the final exam instead of the midterm.

Please note that the last day you can drop this course without academic penalty is March 16, 2026.