

Manufacturing and Service Operations Management (GS/DMGM 5030) Fall 2025

Course Outline

Instructor and Course Information

Instructor: Rongbing Huang
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Lectures: Monday 4:00 PM–7:00 PM
Location: Markham Campus
Course website: eClass.yorku.ca

Course description and objectives

The course aims at providing the students who have no previous formal business education with a holistic view of the manufacturing and service operations management function in an organization. Key operational decisions of each entity in supply chains are analyzed. Mechanisms which would align objectives of each entity in supply chains with system optimality are also discussed. The application of key operational concepts is practiced on case studies and/or in communication with actual organizations.

Evaluation

1. Assignments (2)	40%
2. Participation	10%
3. Final Exam	50%

Lecture	Date	Topic	
1	Sept. 08	Excel functions (mixed reference, conditional formatting, lookup, index/match, sumifs, indirect, data table)	
2	Sept. 15	VBA	
3	Sept. 22	Probability and statistics review (Binomial, Poisson, Normal, Loss function)	
4	Sept. 29	Batching and Other Flow Interruptions	Assignment 1 due
5	Oct. 06	Newsvendor Problem	
	Oct. 13	No class	Reading week
6	Oct. 20	Supply chain coordination	Assignment 2 due
	TBA	Final exam	

Assignments/Exam

1. Please be advised that assignments are due on the day and time designated at the **BEGINNING** of classes. Late assignments will **NOT** be accepted and no extensions will be granted.
2. Assignments must be **TYPED** (except for graphs). **NON-TYPED** Assignments will **NOT** be accepted.
3. Assignments must be done on an individual basis. Cheating will result in zero for all involved students.
4. The final take-home exam will be a comprehensive closed-book examination and consists of worded questions only.

General Policy

1. Please ensure you read all documentation on the course website.
2. It will be your responsibility to regularly check online posts and your email.
3. This course **might** require the use of online proctoring for examinations. The instructor may use an online proctoring service to deliver the exam(s), which would be administered through the Learning Management System (e.g. Moodle, Canvas, etc.). Students are required to have access to minimum technology requirements to complete examinations. If an online proctoring service is used, students will need to become familiar with it at least five days before exam(s). For technology requirements, Frequently Asked Questions (FAQs) and details

about the online proctoring service will be made available if used. Students are required to share any IT accommodation needs with the instructor as soon as they are able.

Office hours

Please send your questions via email. All questions will be answered within 24 to 48 hours' time. A one-on-one Zoom meeting may be set up depending on the nature of the question. Please note that emails from public email providers such as Gmail and Hotmail might be screened. It is best to use your York email account for this course.