

INSTRUCTOR'S RESOURCE MANUAL

David Roberts

Southern Alberta Institute of Technology

Operations Management Third Canadian Edition

Jay Heizer

Barry Render

Chuck Munson

Paul Griffin

PEARSON

Toronto

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Introduction

The Instructor's Resource Manual (IRM) is intended to help instructors obtain the maximum benefit from the Heizer/Render/Griffin text and supplementary resources that accompany the text. The IRM may be particularly helpful for first-time instructors, as it contains a wealth of presentation notes and ideas for supplementing the textbook material.

Feature

Integrated Company Video and Case Summary

The text provides an outstanding set of accompanying videos, many of which feature the authors and are directly tied to the text material. These also have video case write-ups at the end of the respective chapters. Several companies appear multiple times. Furthermore, a recurring organization, Fast Creek Lightning, appears in several end-of-chapter cases in the text. A grid provides a summary of these featured firms.

Chapter Sections

Each chapter, supplement, and quantitative module has a section in the IRM containing many of the features described below.

Background

An introductory section puts the chapter theme in context and suggests some areas for emphasis.

Class Discussion Ideas

In most cases, at least two different ideas for generating class discussion are provided.

Active Classroom Learning Exercises

In most cases, at least two active classroom learning exercises are described. These represent exercises, games, or group discussions designed to get all students out of their seats and engaged in the topic.

Company Cases (Video and Descriptive)

Detailed descriptions are provided for each of the company videos, followed by suggestions for possible related class discussion topics.

Cinematic Ticklers

Video clips from popular movies or television shows can inject humour into the classroom, break up a class lecture, and potentially provide a good talking point related to a course topic. Most chapters in the IRM describe at least one of these clips.

Additional Assignment Ideas

In most cases, the IRM provides at least two additional assignment ideas for outside of the classroom. Many of these are internet-based exercises.

Additional Case Studies

The text provides additional case studies online. In addition, related cases from the Harvard Business School and the Richard Ivey School of Business are identified.

Integrated Company Video and Case Summary

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p	p	p	p	p	p	p	p	p	p	p	p	p	p	p	p	p	p	p	p	p	p	p
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r	r	r	r	r	r	r	r	r	r	r	r	r	r	r	r	r	r	r	r	r	r	r
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Videos

- Alaska Airlines
- Arnold Palmer Hospital
- Darden Restaurants
- Frito-Lay
- Hard Rock Café
- Orlando Magic
- Regal Marine
- Ritz-Carlton Hotel Co.
- Wheeled Coach Ambulance

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Descriptive Cases

- Andrew Carter
- Atlantic Assembly
- Automobile Licence
- Dell
- Fast Creek Lightning
- Hill's Automotive
- Jackson Manufacturing
- Mr Lube
- Muskoka Wood Store
- National Air Express
- PEI Potato Purveyors

C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
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p	p	p	p	p	p	p	p	p	p	p	p	p	p	p	p	p	p	p	p	p	p	p
t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t
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r	r	r	r	r	r	r	r	r	r	r	r	r	r	r	r	r	r	r	r	r	r	r
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Orlando Magic—A professional basketball team that plays in the National Basketball Association and is based in Orlando, Florida.

Regal Marine—This company manufactures high-end boats in a large assembly area. The Chapter 2 video describes this strategy and we see some of the firm's design considerations in Chapter 5. The Chapter 11 video describes strategies for both ends of the supply chain, including the firm's involvement in a purchasing group.

Ritz-Carlton Hotel Co.—There is a reason why the Ritz is associated with high quality: pursuit of high quality drives everything that the company does, as shown in the Chapter 6 video.

Wheeled Coach Ambulance—This company manufactures custom ambulances on an assembly line, which is fed by work cells. An ambulance combines a vehicle with a health clinic into the same product. Different aspects of the production process and the firm's inventory management are highlighted in these four videos.

About the Author

David Roberts, Instructor, Supply Chain Management Program, School of Business, Southern Alberta Institute of Technology, Calgary, Alberta, Canada. He received his Masters in Business Administration from the University of Saskatchewan and a Masters in Project Management from Keller Graduate School of Management. He teaches operations management, business statistics, finance, accounting and project management. He teaches as a sessional professor for Mount Royal University, University of Calgary, University of Lethbridge and Northern Lakes College (online).

Operations management was previously called production management, clearly showing its origins in manufacturing. Historically, it all began with the division of production, starting as early as the times of ancient craftsmen, but spreading more widely only by adding the concept of interchangeability of parts in the eighteenth century, ultimately sparking the industrial revolution. Operations management is now a multidisciplinary functional area in a company, along with finance and marketing. Operations management is chiefly concerned with planning, organizing and supervising in the contexts of production, manufacturing or the provision of services. This article explains what operations management involves and what skills can make you a successful operations manager. What does operations management involve? Operations management is chiefly concerned with planning, organizing and supervising in the contexts of production, manufacturing or the provision of services. Operations management is concerned with managing the resources that directly produce the organisation service and products. The resources are generally consist of people, material, technology and information but may go wider than this. These resources are brought together by a series of processes so that they are utilized to deliver the primary service or product of the organization. Thus operation