DEREE COLLEGE SYLLABUS FOR:	
MG 4085 INTERNSHIP IN OPERATIONS MANAGEMENT **US CREDITS: 0/0/3**	
(Updated Spring 2017)	
PREREQUISITES:	Normally the student will have completed 70 credits before embarking on this module. Formal approval by the Department Head / Program Coordinator / Internship Administrator (as appropriate) is required.
CATALOG DESCRIPTION:	Work-based learning in operations management in a business/organization setting. On-the-job training and work experience. Application of operations management knowledge, principles and practices to a business/organization setting.
RATIONALE:	The internship in operations management gives students the opportunity to apply their skills, knowledge and abilities learned in the operations management program to the actual business/organization setting. In addition, the internship provides students with the opportunity to continue to develop and enhance their skill sets, personally and professionally, and to prepare for the contemporary workplace through their exposure to the operations management environment and their interaction with industry professionals.
LEARNING OUTCOMES:	As a result of completing this course, the student should be able to: 1. Apply vocationally relevant concepts associated with the operations management in a professional setting. 2. Formulate a personal development plan based on a critical self-assessment of personal and professional skills and competences, such as timeliness, ability to complete assignments with a minimum of supervision, team spirit, service attitude and initiative demonstrated during an internship-placement in a logistics and supply chain department or organization. 3. Relate theories and concepts in operations management with the professional practice in the industry through a critical reflection on the work-based learning internship experience.
METHOD OF TEACHING AND LEARNING:	In congruence with the teaching and learning strategy of the college, the following tools are used: • Use of Blackboard site, where the student's advisor posts notes, instructions, announcements as well as additional resources in relation to the internship. • Office hours: Students are encouraged to contact their advisor, where they can ask questions and discuss internship issues. • Professional seminars and workshops: Seminars organized and delivered by the School of Business faculty on professional conduct, ethos, service quality in operations management; workshops on interviewing skills, drafting of CV, presentation skills delivered in cooperation with the Office of Careers Services. • Critical Incident and Intervention Report (individual): Bi-weekly report

with identification of critical incidents and recommendations for management intervention in relation to these incidents (500 to 600 words per report) accompanied by daily journal (daily activity log) of the activities the student intern undertakes during the internship.

- Internship provider evaluation of the student-intern performance of tasks and overall professional demeanor.
- Personal Development Planning Report: The work-based learning internship experience is used as the basis for reflective learning in terms of the student's personal development. The student should provide a report incorporating a personal self-assessment of skills, competences and areas for improvement and an action plan for the further development of professional skills and competences. Grading of the PDP report takes the Internship Provider evaluation into account.
- Reflective Paper (individual): After the completion of the internship, the student must write a reflective paper, integrating his/her experiential learning from the internship-placement with the theories taught in class in relation to operations management. The paper should include recommendations to management based on the student-intern's evaluation of professional practice.
- Presentation (individual): Presentation of the internship experience, lessons learned and the reflective paper to fellow students and faculty.
- Work-based learning internship: Minimum 180 and maximum 200 working hours in operations management in a business/organization setting (within 3-4 months).

ASSESSMENT:			
	'Critical Incident and Intervention' Report (Individual, bi-weekly, 300 words) - **formative**	0%	Individual, bi-weekly, 500 to 600 words per report
	Presentation of Internship Experience, Lessons Learned and Reflective Paper (individual) - **formative**	0%	Individual
	Reflective paper – 1st **summative**	60%	Individual, 2600 to 3000 words
	Personal Development Planning (PDP) Report – 2nd **summative**	40%	Individual, 1000 to 1200 words

The formative Critical Incident and Intervention Reports aim to support students in writing the Personal Development Planning Report and the Reflective Paper.

The Reflective Paper tests Learning Outcomes 1 and 2.
The Personal Development Planning (PDP) Report tests Learning Outcomes 2 and 3.

The final grade for this module will be determined by averaging all summative assessment grades, based on the predetermined weights for each assessment. Students are not required to resit failed assessments in this module. Failure to pass the module results in module repeat.

INDICATIVE READING:	**REQUIRED READING:** Sweitzer, H.F. and King M.A. (2008), Successful Internship, Brooks/Cole Publishing Co. /CENGAGE Learning, most recent edition.

	RECOMMENDED READING: A. BOOKS - Chase and Jacobs. Operations and Supply Chain Management. McGraw-Hill, latest edition. - Heizer, J. and Render, B., Principles of Operations Management, latest ed., Prentice Hal - Steven L. McShane and Mary Ann Von Glinow, Organizational Behavior: Emerging Knowledge and Practice for the Real World. McGraw-Hill, latest edition.
COMMUNICATION REQUIREMENTS:	Use of proper English, both oral and written.
SOFTWARE REQUIREMENTS:	Microsoft Office: Word, Excel
WWW RESOURCES:	www.ReutersBusinessInsight.com/login.asp www.apqc.org (American Productivity and Quality Center) www.juse.org.jp (Japanese Union of Scientists and Engineers) www.kaizen-institute.com (Kaizen Institute) www.nist.gov (National Institute of Standards and Technology) www.toyota.co.jp (Toyota Motor Corp.) www.iomnet.org Institute of OM site www.poms.org Society for Production and Operations Management www.opsman.org Operations Management organization www.sussex.ac.uk/users/dt31/TOMI/ OM portal www.bpmi.org Business Process Management Initiative www.waria.com Workflow and Reengineering Association www.outsourcing.com Institute of Outsourcing www.bptrends.com Business Process Management Trends www.inventorymanagement.com Center for Inventory Management www.erpfans.com ERP fan club! www.sapfans.com SAP fan club! www.pmi.org Project Management Institute www.comp.glam.ac.uk/pages/staff/dwfarth/projman.htm#automated Project Management related issues www.quality-foundation.co.uk British Quality Foundation www.asq.org American Society for Quality www.quality.nist.gov American Quality Assurance Institute www.balancedscorecard.org US Balanced Scorecard Site www.kmmagazine.com Knowledge Management Journal
INDICATIVE CONTENT:	1. Background -- Understanding the concept and reality of an internship 2. Getting Started – Beginning the internship, understanding expectations, the learning contract and the internship provider

	3. Performing – Moving ahead in the internship; staying engaged and successful 4. Closure – Feeling as a competent and ethical professional; finishing the internship and the next step.