

DEREE COLLEGE SYLLABUS FOR: MG 4343 OPERATIONS MANAGEMENT			
(Updated Fall 2021)	UK LEVEL: 6 UK CREDITS: 15 US CREDITS: 3/0/3		
PREREQUISITES:	MG 2003 Management Principles or MG 3034 Managing People and Organizations MA 1008 College Algebra MA 2021 Applied Statistics		
CATALOG DESCRIPTION:	Key elements of operations management as they apply to the production of goods and services offered by manufacturing or service organizations. Topics include nature and context of operations management, product design and process selection design of facilities and jobs, managing the supply chain, and revising the system.		
RATIONALE:	A production/operations system functions to transform inputs to desired outputs. All organizations contain this function. It is important for business administration students of all majors to study it, since the operation function interacts with other organization functions such as marketing, human resources, finance, etc.		
LEARNING OUTCOMES:	As a result of taking this course, the student should be able to: 1. Analyze the challenges and opportunities faced by operations managers and evaluate the value and implications of their operational choices in real life organizational contexts. 2. Analyze and assess contemporary operations management theories and tools that aim at creating synergies among a variety of operational factors and parameters. 3. Apply and evaluate quantitative models to resolve critical operational problems and integrate their outcomes to formulate or assess expert recommendations.		
METHOD OF TEACHING AND LEARNING:	In congruence with the teaching and learning strategy of the college, the following tools are used: ➤ Lectures, problem solving exercises, model applications, small case studies, the carrying out of a research project and in-class presentation. ➤ Office hours held by the instructor to provide further assistance to students. ➤ Use of the Blackboard Learning platform to further support communication, by posting lecture notes, assignment instruction, timely announcements, and online submission of assignments.		
ASSESSMENT:	Summative: <table border="1" style="width: 100%;"> <tr> <td>First Assessment: Written project (individual; 2,300-2,700 words)</td> <td style="text-align: center;">60%</td> </tr> </table>	First Assessment: Written project (individual; 2,300-2,700 words)	60%
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	<table border="1" data-bbox="560 193 1414 260"> <tr> <td data-bbox="560 193 1255 260">Final Assessment: Final examination (Essay form and problem solving)</td> <td data-bbox="1255 193 1414 260">40%</td> </tr> </table> <p data-bbox="560 296 699 321">Formative:</p> <table border="1" data-bbox="560 321 1414 388"> <tr> <td data-bbox="560 321 1255 388">Group Coursework - one in-class diagnostic examination and case study analyses</td> <td data-bbox="1255 321 1414 388">0%</td> </tr> </table> <p data-bbox="560 422 1435 485">The formative coursework aims to prepare students for the major written project and the final examination.</p> <p data-bbox="560 518 1219 579">The written project tests Learning Outcome 1 The final examination tests Learning Outcomes 2 and 3</p> <p data-bbox="560 613 1338 638">Students are required to resit failed assessments in this module.</p>	Final Assessment: Final examination (Essay form and problem solving)	40%	Group Coursework - one in-class diagnostic examination and case study analyses	0%
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Group Coursework - one in-class diagnostic examination and case study analyses	0%				
<p data-bbox="196 653 370 730">INDICATIVE READING:</p>	<p data-bbox="560 653 862 678">REQUIRED MATERIAL:</p> <p data-bbox="560 705 1338 766">Chase and Jacobs. <i>Operations and Supply Chain Management</i>. McGraw-Hill, latest edition.</p> <p data-bbox="560 800 922 825">RECOMMENDED READING:</p> <p data-bbox="560 858 659 884">BOOKS</p> <p data-bbox="560 894 1446 955">Anupindi, R., Chopra, S., Deshmuck, S.D., Van Mieghem, J.A. and Zemel, E. (2012). <i>Managing Business Process Flows</i>, 3rd edition, Prentice Hall.</p> <p data-bbox="560 989 1446 1050">Krajewski, L.J., Malhotra, M.K. and Ritzman, L.P. (2019), <i>Operations management: Process and Supply Chains</i>, 12th ed., Pearson</p> <p data-bbox="560 1083 1446 1144">Russell R.S. and Taylor B.W. (2019). <i>Operations Management: Quality and Competitiveness in a Global Environment</i>, 10th ed., Prentice Hall.</p> <p data-bbox="560 1178 1446 1239">Schroeder, R.G. & Goldstein, S.M. (2018). <i>Operations Management in the Supply Chain: Decisions and cases</i>, 7th ed., McGraw-Hill.</p> <p data-bbox="560 1272 1446 1333">Slack, N., and Brandon-Jones, A. (2019). <i>Operations Management</i>, 9th ed., Pearson</p> <p data-bbox="560 1367 1442 1392">Stevenson, W.J. (2018). <i>Operations Management</i>, 13th ed., McGraw-Hill.</p> <p data-bbox="560 1425 695 1451">ARTICLES</p> <p data-bbox="560 1461 1446 1554">Akkermans, H, van Oppen, W, Wynstra, F, Voss, C. (2019). "Contracting outsourced services with collaborative key performance indicators". <i>Journal of Operations Management</i>, Vol. 65, pp. 22– 47.</p> <p data-bbox="560 1587 1446 1709">Almeida, J.F.F., Conceição, S.V., Pinto, L.R., Oliveira, B.R.P. and Rodrigues, L.F. (2021), "Optimal sales and operations planning for integrated steel industries". <i>Annals of Operations Research</i>. https://doi.org/10.1007/s10479-020-03928-7</p> <p data-bbox="560 1743 1446 1835">Bendig, D., Strese, S. and Brettel, M. (2017). "The link between operational leanness and credit ratings". <i>Journal of Operations Management</i>, Vol. 52, pp. 46-55.</p> <p data-bbox="560 1869 1446 1929">Bittencourt, V. L., Alves, A.C. and Leao C. P. (2020), "Industry 4.0 triggered by Lean Thinking: insights from a systematic literature review".</p>				

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Chahal, H., Gupta, M., Bhan, N. and Cheng, T.C.E. (2020), "Operations management research grounded in the resource-based view: A meta-analysis", *International journal of Production Economics*, Vol. 230. DOI: [10.1016/j.ijpe.2020.107805](https://doi.org/10.1016/j.ijpe.2020.107805)

Chandrasekaran, A., Linderman, K. and Sting, F.J. (2018). "Avoiding epistemological silos and empirical elephants in OM: How to combine empirical and simulation methods?". *Journal of Operations Management*, Vol. 63, pp. 1-5.

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sized manufacturer decisions". *Journal of Operations Management*, Vol. 49-51, pp. 37-51.

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INDICATIVE MATERIAL: (e.g. audiovisual, digital material, etc.)	<p>REQUIRED MATERIAL: N/A</p> <p>RECOMMENDED MATERIAL: N/A</p>
COMMUNICATION REQUIREMENTS:	Use of appropriate academic conventions as applicable in oral and written communications.
SOFTWARE REQUIREMENTS:	MS Office
WWW RESOURCES:	<p>www.apqc.org</p> <p>www.juse.org.jp</p> <p>www.kaizen-institute.com</p> <p>www.nist.gov</p> <p>www.toyota.co.jp</p> <p>www.iomnet.org</p> <p>www.poms.org</p> <p>www.opsman.org</p> <p>www.bpmi.org</p> <p>www.waria.com</p> <p>www.outsourcing.com</p> <p>www.bptrends.com</p> <p>www.inventorymanagement.com</p> <p>www.erpfans.com</p> <p>www.sapfans.com</p> <p>www.pmi.org</p> <p>www.quality-foundation.co.uk</p> <p>www.asq.org</p> <p>www.quality.nist.gov</p> <p>www.balancedscorecard.org</p> <p>www.kmmagazine.com</p>
INDICATIVE CONTENT:	<ol style="list-style-type: none"> 1. Introduction to Operations Management Field 2. Operations Strategy and Competitiveness

	<ol style="list-style-type: none">3. Project Management4. Quality Management5. Process Analysis6. Product Design7. Strategic Capacity Management8. Facility Location and Layout9. Just in Time Production Systems10. Forecasting11. Aggregate Planning12. Inventory Systems13. Operations Scheduling14. Operations Consulting15. Synchronous Manufacturing and Theory of Constraints16. Demystifying Industry 4.0: Drivers, enablers, opportunities and challenges17. Technologies of Industry 4.0
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