

Degree Program	B.A. in Management					
Module Name	Materials and Operations Management					
Module Code	MGMT-M3151					
Module Coordinator						
Course Number	MGMT3152					
Course Title	Operations Management					
ECTS credit points	6					
Course Information	Academic Year: III		Semester: II			
	Meeting day:		Meeting time:			
	Meeting location:					
Instructor's Contact Information	Office:		Phone:			
	Email:		Office Hours:			
Student workload	<i>Lecture</i>	<i>Discussion</i>	<i>Assignment</i>	<i>Home Study</i>	<i>Assessment</i>	<i>Total</i>
	64	18	20	45	15	162
Course Objectives and Competences to be Acquired	<p>The course enables students to have an understanding on:</p> <ul style="list-style-type: none"> ➤ Define operations management ➤ Understand operations strategy and competitiveness ➤ Understand facility location and layout ➤ Know capacity planning ➤ Differentiate aggregate planning and scheduling ➤ Describe operations management, its scope and activities ➤ Describe the decision involved in designing and controlling the operations system. ➤ Apply selected quantitative tools, techniques and models in the analysis of decisions for the designing, planning and controlling of operation systems. 					
Course Description	<p>Operations Management the heart of all management disciplines which bring competitive advantage and market focus for all business organization. Thus, the course covers Meaning of operations and production management, operations management as competitive weapon, product and service design, quality and quality control, capacity planning, location decision, layout decision, aggregate planning, scheduling, work design, and time-based operations.</p>					
Pre-requisites	Materials Management & Operations Research					
Status of the Course	Core					
t- Learning Methods	Lecture method, Case studies, Project work, Industry visit					
Schedule						

<i>Hours Required</i>	<i>Topics and Sub Topics</i>	<i>Course Objectives and Competences to be Acquired</i>
6 Hours	<p style="text-align: center;">UNIT1</p> <p>NATURE OF OPERATIONS MANAGEMENT</p> <p>1.1 Introduction</p> <p>1.2 Historical Development of Operation Management</p> <p>1.3 Manufacturing Operations and Service Operations</p> <p style="padding-left: 20px;">1.3.1 Manufacturing Operations</p> <p style="padding-left: 20px;">1.3.2 Service Operations</p> <p>1.4 Operations Decision Making</p> <p>1.5 Productivity Measurement</p>	<p>After completing this unit, students will be able to:</p> <ul style="list-style-type: none"> ✓ Define Operations management ✓ Discuss history of operations management ✓ Discuss manufacturing and service operations ✓ Explain operations decision making ✓ Discuss productivity measurement
5 Hours	<p style="text-align: center;">UNIT 2</p> <p style="text-align: center;">OPERATIONS STRATEGY & COMPETITIVENESS</p> <p>2.1 Introduction to operations strategy</p> <p>2.2 Operations strategy in Manufacturing</p> <p>2.3 Operations strategy in Services</p>	<p>After completing this unit, students will be able to:</p> <ul style="list-style-type: none"> ✓ Define operations strategy ✓ Explain operations strategy and competitiveness ✓ Identify Operations strategy in Manufacturing ✓ Discuss Operations strategy in Services
30 Hours	<p style="text-align: center;">UNIT 3</p> <p style="text-align: center;">DESIGN OF THE OPERATION SYSTEM</p> <p>3.1 Product and service design</p> <p>3.2 Process selection</p> <p>3.3 Strategic Capacity Planning</p> <p>3.4 Facility Location & layout</p> <p>3.5 Job Design and Work Measurement</p>	<p>At the end of this unit, students will be able to:</p> <ul style="list-style-type: none"> ✓ Explain design of the operation system ✓ Discuss Product and service design ✓ Discuss Process selection ✓ Discuss Strategic Capacity Planning ✓ Discuss Facility Location & layout ✓ Discuss Job Design and Work Measurement
12 Hours	<p style="text-align: center;">UNIT 4</p> <p style="text-align: center;">OPERATIONS PLANNING & CONTROL</p> <p>4.1 Aggregate production planning</p> <p>4.2 Operations Scheduling</p>	<p>At the end of this chapter students will be able to:</p> <ul style="list-style-type: none"> ✓ Explain operations planning & control ✓ Discuss Aggregate production planning ✓ Discuss Operations Scheduling
11 Hours	<p style="text-align: center;">UNIT 5</p> <p style="text-align: center;">QUALITY MANAGEMENT AND CONTROL</p> <p>5.1. Meaning and nature of quality</p> <p>5.2. Overview of TQM</p> <p>5.2 Quality Specification</p> <p>5.3 Continuous Improvement</p> <p>5.4 Statistical Quality Control</p> <p>5.5 Process Control Charts</p>	<p>At the end of this unit students will be able to:</p> <ul style="list-style-type: none"> ➤ Explain quality management and control ➤ Compare Meaning and nature of quality, Overview of TQM ➤ Discuss Quality Specification, Continuous Improvement, Statistical Quality Control, Process Control Charts

<i>Assessment Arrangement</i>	<u>Activities</u>	<u>Points</u>
	Quiz	10
	Test	10
	Individual assignment	10
	Group Project I	10
	Group Project II	10
	<u>Final Exam</u>	<u>50</u>
	Total Points	100
<p>A group project work will be given to each group. Each group is expected to produce a paper of the project ranges from 15 to 25 pages. Besides, the project work will be presented by all members of the group within 20 minutes including the question and answer session.</p> <p><i>Final Exam:</i> Final exam will cover ALL material (A to Z).</p>		