



**College of Business and Economics
Department of Accounting and Finance**

Course Number	Mgmt3191
Course Title	Operation Management
Degree Program	BA Degree in Accounting and Finance
Module	Operation Management
Module Number and Code	M19; Mgmt-M3192
ETCTS Credits	5
Contact Hours (per week)	3
Course Objectives & Competences to be Acquired	<p>At the end of this module, students should be able to:</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	
Course Contents	
1 Nature of Operations Management	
1.1 Introduction	
1.2 Historical Development of Operation Management	
1.3 Manufacturing Operations and Service Operations	
1.3.1 Manufacturing Operations	
1.3.2 Service Operations	
1.4 Operations Decision Making	
1.5 Productivity Measurement	
2 Operations Strategy & Competitiveness	
2.1 Introduction to operations strategy	
2.2 Operations strategy in Manufacturing	
2.3 Operations strategy in Services	
3 Design of The Operation System	
3.1 Product and service design	
3.2 Process selection	
3.3 Strategic Capacity Planning	
3.4 Facility Location & layout	
3.5 Job Design and Work Measurement	
4 Operations Planning & Control	

- 4.1 Aggregate production planning
- 4.2 Operations Scheduling

5 Quality Management and Control

- 5.1 Meaning and nature of quality
- 5.2 Overview of TQM
- 5.3 Quality Specification
- 5.4 Continuous Improvement
- 5.5 Statistical Quality Control
- 5.6 Process Control Charts

Reference Books

- Chase, Richard N., Aquilano, Nicholas J. and Jacobs, F. Robert (1998), Production and Operations Management- Manufacturing and Services, 8th Edition, Irwin McGraw-Hill
- Wild Ray (1995), Production and Operation Management, 5th Edition, Cassell.
- Starr, Martin (1996), Operation Management: A Systems Approach, Boyd and Fraser Publishing Company.
- Plossl, George W (1985), Production and Inventory Control: Principles and Techniques, 2ed Edition, Prentice Hall.
- Evans, James R (1993), Production/Operations Management: Quality, Performance and Services, 5th Edition, McGraw- Hill
- Dilworth James B (1993), Production and Operation Management Manufacturing and Services. 5th Edition, West Publishing.
- Dilworth, James R (1993), Production and Operation Management, 8th Edition, International Thomson Publishing.
- Armistead, Colin and Rowland, Philip (1996), Managing Business Processes (BPR and Beyond), John Wiley and Sons
- Duncan, William L (1995), Total Quality - Key Terms and Concepts, Luftig and Warren international.
- Townsend, Patrick L and Gebhardt, Joan E.(1992), Quality in Action -93 Lessons in Leadership, Participation and Measurement, John Wiley and Sons.