



## FICHA TÉCNICA DE LA ASIGNATURA

<b>Datos de la asignatura</b>	
<b>Nombre completo</b>	Operations Management
<b>Código</b>	E000007117
<b>Cuatrimestre</b>	Semestral
<b>Créditos</b>	6,0
<b>Carácter</b>	Business in Spain
<b>Departamento / Área</b>	Departamento de Gestión Empresarial
<b>Responsable</b>	Manuel Morales
<b>Horario</b>	Martes y Jueves 12.30-14.20
<b>Horario de tutorías</b>	Solicitar cita previa / Appointment by email

<b>Datos del profesorado</b>	
<b>Profesor</b>	
<b>Nombre</b>	Carlos Echánove Escudero
<b>Departamento / Área</b>	Departamento de Gestión Empresarial
<b>Correo electrónico</b>	cechanove@icade.comillas.edu
<b>Profesor</b>	
<b>Nombre</b>	Manuel Francisco Morales Contreras
<b>Departamento / Área</b>	Departamento de Gestión Empresarial
<b>Despacho</b>	Alberto Aguilera 23 OD428
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## DATOS ESPECÍFICOS DE LA ASIGNATURA

<b>Contextualización de la asignatura</b>
<b>Aportación al perfil profesional de la titulación</b>
<p>Para el alumno esta asignatura le permite adquirir las habilidades directivas relacionadas con calidad, productividad, flexibilidad, planificación y organización de tareas.</p> <p>Puesto que las operaciones afectan a múltiples aspectos de la Organización, desde el diseño del producto a su entrega al cliente, los conocimientos sobre esta materia dotan al alumno de una visión amplia sobre la repercusión que las decisiones tomadas tienen en la cadena de valor.</p>



This course will help the student to acquire the management capabilities related to quality, productivity, flexibility, planning and task management.

As operations are related to many aspects of the Organization, from product design to delivery to the customer, knowledge on this domain will provide the student with a wide vision about the impact of the decisions in the value chain.

### **Prerequisitos**

Es de gran ayuda el conocimiento sobre Organización

Knowledge about organizations.

### **Competencias - Objetivos**

#### **Competencias**

## **BLOQUES TEMÁTICOS Y CONTENIDOS**

### **Contenidos – Bloques Temáticos**

#### **Course Contents**

#### **PART 1 – STRATEGY OF OPERATIONS MANAGEMENT**

**Lesson 1: Operations and Productivity. Operations Strategy**

**Lesson 2: Project Management**

**Lesson 3: Forecasting**

#### **PART 2: DESIGNING OPERATIONS**

**Lesson 4: Design of Goods and Services**

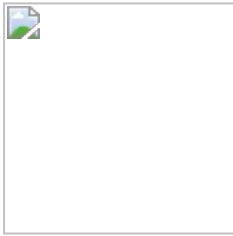
**Lesson 5: Managing Quality**

**Lesson 6: Location Strategies**

**Lesson 7: Process and Layout Strategies**

**Lesson 8: Capacity Planning**

#### **PART 3: MANAGING OPERATIONS**



**Lesson 9: Inventory Management**

**Lesson 10: Production Planning**

**Lesson 11: Supply Chain Management**

**Lesson 12: Just In Time and Lean Production Systems**

## **METODOLOGÍA DOCENTE**

### **Aspectos metodológicos generales de la asignatura**

#### **General methodological aspects of the course**

The course follows a practical approach, focused on the student, to promote his / her autonomy and active participation during the learning process with the aim of helping him / her to develop the necessary competences for the professional life. The following activities will be developed in order to develop the concepts and competences above mentioned:

### **Metodología Presencial: Actividades**

#### **In Class Methodology: Activities**

1. **Master Classes** where the professor will present the main contents in a clear, structured and motivating manner, in general supported with audiovisual resources. Main aspects will be outlined to support the student learning process, as well as suggestions from students are encouraged and considered.
2. **Practice classes.** Where the professor explains the basic notions, with the students participations who discuss and debate some of the points or nuances in order to optimize the contents comprehension. It will include dynamic presentations and regulated or spontaneous participation of students through diverse activities.
3. **Analysis and resolution of cases** proposed by the professor, after a short reading, material prepared on purpose or any other data or information where students could apply the acquired knowledge. In general, cases will be based on real situations and problems. Teamwork will be encouraged.
4. **Search for documentation and data on Web.** The main goal is that students can identify real applications of the lessons explained in class.



5. **Public presentations of specific issues or cases.** Presentation and defense of cases in front of the class and professor. It could be done individually or in teams. Aspects to be considered during evaluation: conceptual organization, knowledge of the related topic, clear exposition, respect and coherence in all phases, and, in case of a collective assignment, active collaboration of all team members.

### **Metodología No presencial: Actividades**

#### **Out of Class Methodology: Activities**

1. **Individual study and exploring in more detail on the documentation** that the student will do to comprehend, rework and assimilate the scientific content with the goal of a practical application. Individual reading of texts and materials (books, reviews, articles, press releases, Internet documents, cases, etc.) related with the course. All materials and guides are available on the course website.
2. **Academic Tutorial** individual or in groups in order to solve problems or doubts that could have arisen during the learning process.

## **RESUMEN HORAS DE TRABAJO DEL ALUMNO**

<b>HORAS PRESENCIALES</b>
<b>HORAS NO PRESENCIALES</b>
<b>CRÉDITOS ECTS: 6,0 (0 horas)</b>

## **EVALUACIÓN Y CRITERIOS DE CALIFICACIÓN**

### **Calificaciones**

#### **GRADING SYSTEM**

#### **EVALUATION ACTIVITIES / WEIGHT**

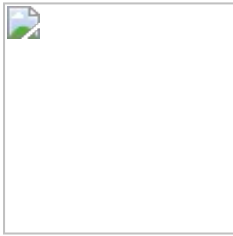
#### **Final Exam / 50%**

- a. Exam Theory = 50%
- b. Exam Cases and Exercises = 50%

Final Exam minimum qualification required= 5.00 points (from a max. of 10.00).

#### **Attendance and Active Participation in class / 10%**

#### **Group project / 15%**



Group Project minimum qualification required= 5.00 points (from a max. of 10.00).

**Control Tests 1 and 2 / 25%**

**EVALUATION IN EXTRA EXAM**

**Students failing the ordinary exams will have the opportunity of an extraordinary exam, whose grade will consist on:**

- a. Exam Theory = 50%
- b. Exam Cases and Exercises = 50%

Extra Exam minimum qualification required= 4.00 points (from a max. of 10.00).

**BIBLIOGRAFÍA Y RECURSOS**

**Bibliografía Básica**

HEIZER, J. & RENDER, B.: *Operations Management, 8<sup>th</sup> Edition*, Ed. Prentice Hall, 2006.

KRAJEWSKI & RITZMAN: *Operations Management: Strategy and Analysis*. Addison-Wesley, 1999.

GOLDRATT, E.M. & COX, J.: *The Goal: a Process of Ongoing Improvement*, North River Press.