

DOI-MBA-611 Operations Management

SEMESTER: Fall
CREDITS: 6 ECTS (4 hrs. per week)
LANGUAGE: English
DEGREE: MBA

Course overview

Operations management designs, operates, and improves productive systems—systems for getting work done. Operations managers are found in banks, hospitals, factories, and government. They design systems, ensure quality, produce products, and deliver services. To perform these activities they work with customers and suppliers. They solve problems, reengineer processes, innovate and integrate to improve quality, speed-to-market, customization, or low cost.

Prerequisites

There are no prerequisites to attend this course. However, it is recommended to be familiar with the basic issues, capabilities, and limitations of the operations function.

Course contents

Theory:

1. Introduction to Operations Management.
2. Quality Management
3. Inventory Management
4. Supply Chain Management (SCM)
5. Lean Systems
6. Operations Planning

Practices: DMAIC, Quality Acceptance Tests, Value Stream Mapping, and S&OP

Textbook

- Notes and slides prepared by lecturers (available in Moodle).
- R.S. Russell y B. W. Taylor. Operations Management. Creating Value Along the Supply Chain. (7ª ed.). John Wiley & Sons, Inc.. USA (2011)

Grading

Regular take:

Exams will account for 55%, of which:

- Mid-term: 15%
- Final exam: 40%

The *Exam global mark* is computed, weighting proportionally each exam.

Cases and practices will account for the remaining 45%, of which:

- Cases: 30%
- Practices: 15%

In case that the *exam global mark* is equal or lower than 3.5, the final grade will be the *exam global mark*. Otherwise, the final grade is computed weighting the different marks as the previously shown percentages. To pass the course, the final grade should be greater or equal to 5.0.

Retake:

Cases and practice marks will be preserved. The resulting grade will be computed as follows:

- Final exam: 55%
- Cases: 30%
- Practices: 15%

In case that the final exam mark is equal or lower than 3.5, the final grade will be the final exam mark. Otherwise, the final grade is computed weighting the different marks as the previously shown percentages. To pass the course, the final grade should be greater or equal to 5.0.