

GLOBAL OPERATIONS MANAGEMENT

Course Information	
Subject	GLOBAL OPERATIONS MANAGEMENT
Program	MIM
Year	2016-2017
Semester	1 st semester
Credits ECTS	3
Character	Core
Department	ICADE Business School
Area	Business Management

Professor	
Name	Manuel Morales
Department	Gestión Empresarial
Area	Organización
Office	NA
e-mail	mfcontreras@comillas.edu
Tutorial	Appointment by email

COURSE SPECIFIC INFORMATION

Context of the course
Contribution to the professional profile of the degree
<p>This course will help the student to acquire the management capabilities related to quality, productivity, flexibility, planning and task management.</p> <p>It will provide them with an understanding of designing, managing and improving operations and the comprehension about the role that it plays in manufacturing and services organizations.</p> <p>By the end of the course, students should have developed the ability to use some analytical tools and conceptual frameworks about operations management and business processes.</p> <p>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.</p>

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

Objectives

The main objective of this course is to familiarize the students with the basic concepts, techniques and methods of operations management, with both an academic and a practical approach, in manufacturing and service organizations. So students will be able to:

- Acquire an integral visión of the field of global operations, its allignment with the strategy of the Company and other areas.
- Learn about different production processes and industries.
- Management and optimization, planning and proگرامing reSSources
- Analysis, diagnose and solution of problems in the operations field.
- Evaluation of different options regarding location, capacity, layout decisions, both in manufacturing and services organizations.
- Learn about design and introduction of new products and services.
- Learn, evaluate and decisions about inventory management.
- Learn how to apply total quality management tools in global manufacturing and service organizations.
- Learn about how to manage Health and safety, as well as environmental issues in operations.

COURSE CONTENTS

Course Contents
1. Global Operations and Productivity. Operations Strategy.
2. Design of Goods and Services
3. Process and Layout Strategies
4. Location Strategies in a Global environment
5. Managing Quality
6. Capacity Planning
7. Supply Chain Management
8. Inventory Management
9. Production Planning
10. Just In Time and Lean Production Systems
Competencies - Objectives
Course Generic Competencies
Instrumental
CGI 1. Analysis and synthesis capabilities. CGI 2. Problem solving and taking decisions. CGI 3. Management and planning capabilities. CGI 4. Ability to manage information coming from diverse sources. CGI 5. Basic knowledge of area. CGI 6. Oral and written communication. CGI 7. Communication in a foreign language. CGI 8. Knowledge of IT tools relative to the area.
Interpersonal
CGIP 9. Interpersonal abilities: listening, reasoning and debate. CGP 10. Leadership and teamwork abilities. CGP 11. Critic ability CGP 12. Ethic commitment CGP 13. Respect for diversity and multiculturalism
Systemic
CGS 14. Ability to learn and work autonomously. CGS 15. Orientation to action and quality. CGS 16. Ability to elaborate and transmit ideas, projects, reports, solutions and problems CGS 17. Initiative and entrepreneurship

Course Specific Competencies

CE 18. Knowledge and comprehension of contents and methodologies about strategy, design and management of operations.

CE 19. Knowledge and ability to use tools for decision making in operations.

CE 20. Ability to critical analysis of practice cases and business situations to apply methodologies and propose some actions to be taken.

TEACHING METHODOLOGY

General methodological aspects of the course

The course follows a practical approach, focussed 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:

In Class Methodology: Activities

1. Master Classes.

2. Practice classes.

3. Analysis and cases study

4. Search for documentation and data on Web.

5. Public presentations of specific issues or projects.

Out of Class Methodology: Activities

6. Individual study.

7. Academic Tutorial.

GRADING SYSTEM

EVALUATION ACTIVITIES	WEIGHT
Final Exam	50%
Attendance and Active Participation in class Attitude on individual work	30%
Group projects	20%

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

EVALUATION IN EXTRA EXAM

Students failing the ordinary exams will have the opportunity of an extraordinary exam, whose grade will consist on a Final Exam (100%).

SUMMARY OF WORKED HOURS BY STUDENT			
IN CLASS HOURS			
Master Classes	Practise Classes	Academic Activities	Exams
14 hours	14 hours		2 hours
OUT OF CLASS HOURS			
Individual work over theoretical contents	Individual work over practical contents	Teamwork	Study
10 hours	10 hours	10 hours	15 hours
CREDITS ECTS:			3

COURSE MATERIALS / REFERENCES

AQUILANO, NICHOLAS J.; CHASE RICHARD B. *Operations Management*, Ed. McGrawhil, 2009.

HEIZER, J. & RENDER, B.: *Operations Management, 8th 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.