

## **OPERATIONS MANAGEMENT**

Course Information	
Subject	OPERATIONS MANAGEMENT
Program	MBA
Year	2018-2019
Semester	1 <sup>st</sup> semester
Credits ECTS	3
Character	Core
Department	ICADE Business School
Area	Business Management

Professor	
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Tutorial	Appointment by email

## **COURSE SPECIFIC INFORMATION**

Context of the course
<p><b>Contribution to the professional profile of the degree</b></p> <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>

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.

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 vision of the field of operations, its alignment with the strategy of the Company and other areas.
- Learn about different production processes and industries.
- Management and optimization, planning and programming resources
- 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 manufacturing and service organizations.
- Learn about how to manage Health and safety, as well as environmental issues in operations.

## Skills

Generic Skills
CG 2. Ability to manage information coming from diverse sources.
CG 4. Application of theoretical frameworks into practical situations
CG 6. Ethical commitment
CG 8. Critical thinking and reasoning
CG 9. Autonomous learning
Course Specific Skills
CE8. Identifying and defining the value added stemming from product and process design, from operations control and organization, from logistics and from quality management

## COURSE CONTENTS

Course Contents
1. Operations and Productivity. Operations Strategy.
2. Design of Goods and Services
3. Process and Layout Strategies
4. Location Strategies
5. Managing Quality
6. Capacity Planning
7. Supply Chain Management
8. Inventory Management
9. Production Planning
10. Just In Time and Lean Production Systems

## TEACHING METHODOLOGY

<b>General methodological aspects of the course</b>
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:
<b>In Class Methodology: Activities</b>
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.
<b>Out of Class Methodology: Activities</b>
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%

Weights will be applied only if Final Exam qualification is equal or higher than the minimum required.

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

### STUDENTS WITH SCHOOLING EXEMPTION

Students with schooling exemption are not required to attend to class, so the course grade will consist on a Final Exam (100%).

### EVALUATION IN RESITS

After the Final exam:

Students failing the ordinary Final Exam will have the opportunity of an Extraordinary Exam, whose minimum qualification required= 5.00 points (from a max. of 10.00). Weights will be applied only if Extraordinary Exam qualification is equal or higher than the minimum required.

Students passing the ordinary Final Exam but failing the course, will have the opportunity of an Extraordinary Exam. Course grade will consist on the Extraordinary Exam grade (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

<p>AQUILANO, NICHOLAS J.; CHASE RICHARD B. <i>Operations Management</i>, Ed. McGrawhil, 2009.</p> <p>HEIZER, J. &amp; RENDER, B.: <i>Operations Management, 8<sup>th</sup> Edition</i>, Ed. Prentice Hall, 2006.</p> <p>KRAJEWSKI &amp; RITZMAN: <i>Operations Management: Strategy and Analysis</i>. Addison-Wesley, 1999.</p> <p>GOLDRATT, E.M. &amp; COX, J.: <i>The Goal: a Process of Ongoing Improvement</i>, North River Press.</p>
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