

## DOI-MBA-611 Operations Management

**SEMESTER:** Fall  
**CREDITS:** 6 ECTS (4 hrs. per week)  
**LANGUAGE:** English  
**DEGREES:** 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

1. Introduction to Operations Management.
2. Quality Management
3. Inventory Management
4. Supply Chain Management (SCM)
5. Operations Planning
6. Lean Systems
7. Practices: Quality Acceptance Tests, Bullwhip effect, S&OP, Value Stream Mapping

### 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.