



## Course Descriptor MNGT540 - OPERATIONS MANAGEMENT

<b>Proposed Academic Year</b>	2021-2022	<b>Last Reviewed Academic Year</b>	2020-2021
<b>Course Code</b>	MNGT540	<b>Course Title</b>	Operations Management
<b>Credit hours</b>	3	<b>Level of study</b>	Postgraduate
<b>College / Centre</b>	College of Business Administration	<b>Department</b>	MNGT-MBA
<b>Co-requisites</b>	None	<b>Pre-requisites</b>	None

### 1. COURSE OUTLINE

This course introduces the concepts, principles, problems, and practices of operations management. It emphasizes on managerial processes for effective operations in both goods-producing and service-rendering organization. The prominent topics included in this course are: operations strategy, process design, capacity planning, facilities location and design, forecasting, production scheduling, inventory control, quality assurance, and project management. The topics are integrated using a systems model of the operations of an organization.

### 2. AIMS

This course aims to improve students understanding of the concepts, principles, problems, and practices of operations management by focusing on:

- the importance of product and service design decisions and its impact other design decisions and operations.
- the quality management practice in organizations and how total quality management and six-sigma facilitate organizational effectiveness.
- the relationship of the various planning practices of capacity planning, aggregate planning, project planning and scheduling.
- the contemporary operations and manufacturing organizational approaches and the supply-chain management activities and the renewed importance of this aspect of organizational strategy.

### 3. LEARNING OUTCOMES, TEACHING, LEARNING and ASSESSMENT METHODS

<b>Learning Outcomes (Definitive)</b>	<b>Teaching and Learning methods (Indicative)</b>	<b>Assessment (Indicative)</b>
Upon successful completion of this course, students will be able to:		
1. Critically understand of the production and operations management function and the techniques for effective production in any organization.	Lectures and seminars, Group work, Presentations	Class Presentation, Written Examination, Case Study, Assignments
2. Understand and critically evaluate the various production and operations	Lectures and seminars, Group work, Presentations	Class Presentation, Written Examination, Case Study,



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design decisions and how they relate to the overall strategies of organizations		Assignments
3. Recommend quality management practices in organizations to facilitate organizational effectiveness	Lectures and seminars, Group work, Presentations	Class Presentation, Written Examination, Case Study, Assignments
4. Demonstrate advisory and critical and evaluative capability in implementing supply-chain management activities and the roles of inventories and their management in various demand settings	Lectures and seminars, Group work, Presentations	Class Presentation, Written Examination, Case Study, Assignments

### 4. ASSESSMENT WEIGHTING

Assessment	Percentage of final mark (%)
Midterm Examination	20
Case/Assignment	45
Final Exam	35
<b>TOTAL</b>	<b>100%</b>

### 5. ACHIEVING A PASS

### 6. CONTENT (Indicative)

WEEK	LECTURE TOPIC	TIME (HOURS)
1	Understanding the Supply Chain in 21st Century	3
2	Supply Chains: Development & Shaping for 21st century.	3
3	Supply Chain Performance: Achieving Strategic Fit and Scope & Supply Chain Drivers and Obstacles	3
4	Designing the Distribution Network in a Supply Chain & Global Dimensions of Supply Chain	3
5	Roles of Logistics in Supply Chain	3
6	Exam 1 Distribution & Omni Channel Network Design in the Supply Chain	
7	Network Design in an Uncertain Environment	3
7		



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8	Sourcing Materials & Services	3
8		
9	Producing Goods and Services	3
9		
10	Demand Management: Balancing Supply & Demand	3
10		
11	Order Management & Customer Service	3
12	Managing Inventory in the Supply Chain	3
13	Distribution Management Fulfilment Operations	3
14	Transportation- Managing the flow of Supply Chain	3
15	Aligning Supply Chains	3
16	<b>Final Exam</b>	
	<b>TOTAL HOURS</b>	<b>45</b>
1 - 16	<b>Plus recommended independent Study Hours</b>	<b>45</b>
	<b>TOTAL COURSE HOURS</b>	<b>90</b>
1 - 16	<b>Plus RECOMMENDED INDEPENDENT STUDY HOURS</b>	<b>45</b>
	<b>TOTAL COURSE HOURS</b>	<b>90</b>

**7.COURSE CONTENT (Indicative)**

**Core text/s:**

Collier, David Alan and Evans, James R (2016). Operations Management, 5th Edition  
CENGAGE Learning Custom Publishing.

**Secondary/Additional Tests:**

Hill, A., & Hill, T. (2012). Operations management. Palgrave Macmillan.

Cachon, G. (2016). Operations Management, 1e. McGraw-Hill Higher Education.

**Library + online resources:**

ASU library  
ASU online resources (ProQuest and ebrary)  
Sultan Qaboos University Library (by agreement)