

BUS351 Operations Management

Level: 3

Credit Units: 5 Credit Units

Language: ENGLISH

Presentation Pattern: EVERY JULY

BUS351 is presented in two versions: BLENDED learning and ONLINE learning. Students will need to choose one version when they register for the course.

BUS351 - BLENDED learning version: In the blended learning version, the course is conducted with the flip-classroom approach. Students will have face-to-face classroom sessions and these will be supported by online interactive study materials found on Canvas, SUSS' learning management system. Students will get themselves prepared for the face-to-face classroom sessions by reading and interacting with the online study materials and chunked lectures. They will then attend the face-to-face classroom sessions where they will apply what they learn online in classroom activities and instructors will facilitate discussions. If the course has an exam component, this will be administered on-campus.

BUS351 - ONLINE learning version: In the online learning version, the course is delivered EXCLUSIVELY online, using interactive study materials made available on Canvas, SUSS' learning management system. Students receive guidance and support from instructors via online weekly synchronous sessions, discussion forums and emails. If the course has an exam component, this will be administered on-campus.

Synopsis:

BUS351 Operations Management will allow the students to become knowledgeable in Operational Strategy development and implementation in the manufacturing and services industries. Details in Operations Strategy would include Products, Services, Processes, Location and Layout, Supply Chain, Inventory, and Scheduling.

Students will also be exposed to management processes and quantitative methods related to inventory management, scheduling, MRP and ERP. Topics on JIT, Lean and self-directed workforce will also be discussed in detail.

Topics:

- Introduction to Operations Management
- The Global Environment and Operations Strategy
- Product Design
- Supplement: Corporate Social Responsibility
- Forecasting Demand
- Quality Management and International Standards
- Process Design
- Location Decisions
- Layout Decisions

- Job Design and Work Measurement
- Managing the Supply Chain
- Supplement: Outsourcing as a Supply-Chain Strategy
- Managing Inventory
- Aggregate Scheduling
- Material Requirements Planning (MRP) and Enterprise Resource Planning (ERP)
- Scheduling for the Short Term
- JIT, Lean Operations, and the Toyota Production System
- Maintenance and Reliability Decisions

Textbooks:

Jay Heizer, Barry Render and Chuck Munson (2017): Operations Management: Sustainability and Supply Chain Management (ISBN:9781292250663) 12th Pearson Education

Learning Outcome:

- Examine the concept of operations management and how operations strategies support the company’s overall strategy and mission in the global environment.
- Compare the various quantitative methods related to work measurement, inventory management, scheduling, and job loading.
- Evaluate the importance of location in relation to strategic operations management decisions and evaluate location alternatives & various layouts that impact business operations.
- Compare & contrast independent and dependent inventory models.
- Appraise the roles of MRP and ERP as part of scheduling and inventory management processes.
- Formulate the application of operations management techniques in the context of manufacturing and service industries.
- Demonstrate the essential knowledge and interpersonal skills to work effectively in a team.
- Demonstrate well developed written proficiency.
- Practise giving oral presentations in class in areas related to operations management.

Assessment Strategies:

A - Blended Version

Continuous Assessment Component	Weightage (%)
PRE-COURSE QUIZ	2
PRE-CLASS QUIZ	2
PRE-CLASS QUIZ	2
PARTICIPATION	6
GROUP BASED ASSIGNMENT	38
Sub-Total	50

Examinable Component	Weightage (%)
Written Exam	50
Sub-Total	50

Weightage Total **100**

B - Online Version

Continuous Assessment Component	Weightage (%)
PRE-COURSE QUIZ	1
PRE-CLASS QUIZ	1
PRE-CLASS QUIZ	1
PRE-CLASS QUIZ	1
PRE-CLASS QUIZ	1
GRADED DISCUSSION	7
GRADED DISCUSSION	8
GROUP-BASED ASSIGNMENT	30
Sub-Total	50

Examinable Component	Weightage (%)
Written Exam	50
Sub-Total	50

Weightage Total **100**