

LOG202 Managing Operations

Level: 2

Credit Units: 5 Credit Units

Language: ENGLISH

Presentation Pattern: EVERY SEMESTER

Synopsis:

Every organisation has its own processes to transform inputs into outputs to serve market demands. Challenges arise when an organisation faces increasingly volatile customer demands, changing market environments, rapid advances in technology and competition in a global context. To meet these challenges, the organisation has to design and operate processes that deliver its goods and services in an efficient and effective manner that matches customers' expectations. This course provides students with an understanding of the role and importance of operations within an organisation as well as the concept of the supply chain and the interplay between supply chain partners. Students will examine the challenges that an organisation faces in its internal operations as well as in its supply chain, and learn to apply strategies and techniques to address these challenges.

Topics:

- Introduction to Operations and Supply Chain Management
- Operations Strategy and Sustainability
- Strategic Capacity Management for Products and Services
- Process Analysis
- Service Processes
- Quality Management
- Global Sourcing and Procurement
- Lean and Sustainable Operations and Supply Chains
- Demand Management and Forecasting
- Sales and Operations Planning
- Inventory Management

Textbooks:

Jacobs, F.R. and Chase, R.B.: Operations and Supply Chain Management 15 MCGRAW
ISBN-13: 9781259924354-AA

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Learning Outcome:

- Explain the concepts of operations and the supply chain, and how operations and supply chain strategies support an organisation's overall strategy.
- Describe how the development of products and services can have significant impact on the organisation.
- Analyse the process and quality issues of business operations to provide better customer service.
- Discuss the issues and strategies in managing the supply chain processes.
- Apply techniques to better match supply with demand for products and services.
- Examine the approaches to manage inventory in different business settings.
- Relate the strategies and techniques in operations management to the work environment.
- Develop the essential knowledge and interpersonal skills to work effectively in a team.
- Demonstrate written proficiency.

Assessment Strategies:

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**