

**293NOPRK313B – Operations Management
BA in Business and Management
Spring, 2018-2019**

Course leader:	
Lecturer(s):	
Department:	International Study Program, Corvinus University
Office hours:	
Availability:	
Course type:	Required
Prerequisites:	Basic Courses in Economics, Finance, Management
Credits:	6 ECTS
Number of hours per semester	48 hours
Time of class:	
Venue:	

Aims and objectives and description of the course:

This course introduces students to the organization of businesses, systems and operations, and on the importance of responsibility and accountability. On completion of the course, the student should be able to identify, isolate, and critically analyze the individual and holistic systems critical within a business system to function. He/she would be able to utilize the tools taught to address and existing processes, or where appropriate create and design new process flows for efficient operations.

Learning outcomes:

OUTCOMES	EXPECTATIONS
1. The student can derive theoretical models from variables observed in given environments.	The student can derive facilities layouts, scheduling, control, oral presentations, project management, transportation, assignment, statistical quality control, and network models.
2. The student can solve equations associated with quantitative methods in this course.	The student can solve demand, utility, regression, inventory, production, linear programming, scheduling, controlling, transportation, network, equations.
3. The student can identify significant or critical variables in a given business, manufacturing, or institutional problem.	The student can identify economic, production, social, financial, human resources, manufacturing, etc. variables that would be used in business, manufacturing, and institutional problems.
4. The student understands given networks and activity processes.	The student understands transportation, queuing, inventory, communications, capacity, delivery, critical path, and sampling processes and networks.
5. The student can match performance criteria with actual performance and draw analytical conclusions.	The student can match input, throughput, output, human resources, production, manufacturing, communications, manual, computer driven, experimental, facilities layouts, and conditional performance with criteria presentations for the given context and situation.

Course description

The course introduces a series of areas of management concern and the tools and techniques to analyze them and to make good decisions for the firm based on the analysis. The focus of the course is on recognizing the tools that are appropriate for each situation and on mastering the use of the tools for analytical purposes.

Methodology to be used:

The course will consist of a combination of lectures and seminars. Through assignments, case studies, class and group discussions, the student will learn and develop the skills needed to analyse, plan and organise practical solutions to enable a firm to achieve efficiency and success for competitive advantage.

Attendance is taken at the **beginning of seminars** only. Students are required to read material before seminars.

Detailed class schedule, 1st – 12th week:

<u>Date of class*</u>	<u>Topics to be discussed, readings required for the class</u>
Week 1 (4/2)	Introduction to OM Strategic role and objectives of Operations Chapter 1, (RT), Chapter 1 (SR)
Week 2 (11/2)	Operations Strategy Chapter 2 (RT), Chapter 2, 3 (SR)
Week 3 (18/2)	Process & Service Design Chapter 3 (RT), Chap 3 (SR) Quiz 1
Week 4(25/2)	Quality Management Chapter 9 (SR),
Week 5 (4/3)	Project Management Chapter 10 (RT)
Week 6 (11/3)	Process Measurement and Analysis Chapter 5 (RT), Chapter 8 (SR) Review
Week 7 (18/3)	Mid Term Exam
Week 8 (25/3)	Supply Chain Management Chapter 11, 13 (RT), Chapter 4 (SR)
Week 9 (8/4)	Inventory Control for Independent Systems Chapter 17, (RT), Chapter 14 (SR)
Week 10 (15/4)	Inventory Control/Materials Requirement Planning Chapter 18 (RT), Chapter 15 (SR)
Week 11 (29/4)	Facility Location and Capacity Chapter 6, 6A (RT) Assignment Due
Week 12 (6/5)	Waiting Line Management (Lecture), Review (Seminar)
Week 13 (13/5)	Final Exam

Assessment, grading:

a.	Quizzes & Assignment	20%
b.	Mid Term Exam (no make-up)	35%
c.	Final Exam	35%
d.	Class Participation	10% ¹
e.	Attendance (Univ regulations apply)	0%
	Total	100%

The university is committed to high standards of academic honesty and plagiarism will not be tolerated.. Students will be held responsible for violations of these standards.

¹ Class participation will be given for positive participation in class leading to useful discussion and a positive learning experience for classmates. Students are hence encouraged to read ahead, complete assignments and contribute to discussions for both lectures and seminars. Students who disrupt the lessons, or hinder their classmates ability to learn may receive negative participation points. Seminar attendance does **NOT** count towards class participation.

Please refer to the university's academic honesty policies for a definition of academic dishonesty and potential disciplinary actions associated with it. **Re-exams are comprehensive in nature, and only replace the final exam score.**

Compulsory readings:

Recommended Text

Chase & Jacobs OPERATIONS & SUPPLY CHAIN MANAGEMENT, 13th Edition, Global McGraw-Hill, International Edition

Suggested Reading (Better book but out of print)

Davis & Heineke OPERATIONS MANAGEMENT, INTEGRATING MANUFACTURING AND SERVICES, 5th Edition, McGraw-Hill, International Edition

International grading scale

<i>Percentage achieved</i>	<i>International grade</i>
97-100	A+
94-96	A
90-93	A-
87-89	B+
84-86	B
80-83	B-
77-79	C+
74-76	C
70-73	C-
67-69	D+
64-66	D
60-63	D-
0-59	F

Hungarian and ECTS grading scale

<i>Percentage achieved</i>	<i>Hungarian grade</i>	<i>ECTS equivalent</i>	<i>Explanation for the Hungarian grade</i>
87-100	5	A	Excellent
77-86	4	B	Good
67-76	3	C	Satisfactory
60-66	2	D	Pass
0-59	1	F	Fail
	Nem jelent meg	DNA	Did not attend (no credit)
	Nem vizsgázott	I	Incomplete (no credit)
	Aláírva	S	Signed (no credit)

	Megtagadva	R	Refused (no credit)
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