

Department: Management Information Systems	Program: MBA
Course Name: Operations and Supply Chain Management	Course Code: POM 612
Pre-requisite: Not Applicable	Credit Hours: 3

Brief Description
<p>The course introduces the student to the importance of operations management, operations performance, building operations strategies, types of process and service designs, capacity, inventory planning and quality control, supply chain design, planning and operation and how it can enhance the competitive component of the firm. Facilities, inventory, transportation, information, sourcing, and pricing as the key drivers of supply chain performance are identified. Varieties of cases are used to illustrate how a company uses various drivers to improve supply chain performance. For each driver of supply chain performance, our goal is to provide students with practical managerial levers and concepts that may be used to improve supply chain. Another goal is to present how to achieve significant increases in performance.</p>
Course Objectives
<p>After completion of this course the student will be able to:</p> <ul style="list-style-type: none"> ➤ Apply key decisions in operations and supply chain management of products and services. ➤ Apply qualitative and quantitative tools to solve problems related to operations and supply chain management. ➤ Demonstrate ability to write effective reports on business process as well as oral and communication skills. ➤ Critically evaluate the problems of operations and supply chains and suggest long term solutions. ➤ Comprehend) how ethics and social responsibility is involved in operations and supply chain management. ➤ Comprehend) how to increase performance in operations and supply chain management.
Course Learning Outcomes
<ul style="list-style-type: none"> ➤ Distinguish between concepts, principles, and theories of operations and supply chain management ➤ Apply the concepts, principles, and theories in different business situations ➤ Demonstrate written communication skills ➤ Have oral communication skills ➤ Have skills of using computer applications in business administration ➤ Have scientific research skills in the field of business administration ➤ Have the skills of critical thinking and analysis in the fields of business ➤ Have the skills in strategic thinking and finding solutions in business administration ➤ Believe, and practice sustainability ➤ Have the skills of leadership, teamwork, and decision making in business administration
Course Topics

- Introduction, why is Operations Management (OM) important?
- What are the performance objectives of OM?
- What are the different types of strategies of a firm?
- Introduction to the types of design and service processes using operations characteristics
- Capacity planning definition, the measures of capacity
- Inventory planning and control
- Quality control, total quality management
- Understanding the supply chain
- Supply chain performance
- Supply chain drivers and metrics
- Designing distribution networks and applications to online sales
- Network design in the supply chain
- Designing global supply chain networks

Text Book

- Slack, N., Jones, A. and Johnston, R. (2016). *Operations Management*. 8th edition. UK, Pearson.
- Chopra, S., Meindl, P., & Kalra, D. V. (2016). *Supply chain management: strategy, planning, and operation* (Vol. 232). Boston, MA: Pearson

Additional References

Meredith, J and Shafer, S (2016). 6th edition. Operations and Supply Chain Management for MBA, Wiley: <https://www.emeraldgrouppublishing.com/products/journals/journals.htm?id=SCM>
: <https://onlinelibrary.wiley.com/journal/1745493x>

Online Resources

- www.iomnet.org.uk The Institute of Operations Management
- www.opsman.org Definitions, links and opinion on operations management
- www.poms.org Production and Operations Management Society
- www.lscms.org/ The logistics and supply chain management society

Course Outline

Week	Hours	Topics	Remarks
1	3	Introduction, why is Operations Management (OM) important?	
2	3	What are the performances objectives of OM, how they are related and how they can be conflicting in nature	
3	3	What are the different types of strategies of a firm? How is a strategy constructed?	
4	3	What are the different types of strategies of a firm? How is a strategy constructed?	
5	3	Introduction to the types of design and service processes using operations characteristics	
6	3	Introduction to the types of design and service processes using operations characteristics	
7	3	Capacity planning definition, the measures of capacity	

8	3	Midterm exam	
9	3	Inventory planning and control: the different types of inventories, the different functions, the different policies	
10	3	Quality control, total quality management, statistical quality control	
11	3	Introduction, understanding the supply chain, what is a supply chain?	
12	3	Supply chain performance: achieving strategic fit and scope. Competitive supply chain strategies	
13	3	Supply chain drivers and metrics. Financial measures of performance	
14	3	Network design in the supply chain. The role of network design in the supply chain	
14	3	The offshoring decision: total cost	
15	3	Project presentation	

Measurement and Assessment Tools											
	Grades	Week	Knowledge	Business Skills						Values	
			Identify & apply	Written	Oral	Information Technology	Research	Critical thinking	Strategic thinking	Sustainability	Leadership
Midterm Exam	20	9	X								
Case Study	10	12		X		X	X	X	X	X	X
Project	20	15		X		X	X	X	X	X	X
Presentation	10	15			X						
Final Exam	40	TBD	X								
Total	100										

Approved by Department Chair	Date of Approval

Additional Information: Updated every Semester by Course Instructor	
Course Instructor	
Department	
Phone No.	
Extension No	
Email	