Mekedela Amba University

College of Business and Economics

Department of Management

Course Outline for Operations Management

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| Course Title | Operations Management |
| Course Code | MGMT 3152 |
| Instructor’s Name | Shegaw M.  Desale A. |
| Course credit | 5 ECTS/ 135 hrs |
| Mode of delivery | Classroom contact/Lecture, group & pair work/discussions, individual work. |
| Course Description | Operations Management the heart of all management disciplines which bring competitive advantage and market focus for all business organization. Thus, the course covers Meaning of operations and production management, operations management as competitive weapon, product and service design, quality and quality control, capacity planning, location decision, layout decision, aggregate planning, scheduling, work design, and time based operations. |
| Course objectives  and learning Competences to be Acquired | At the end of the course students will be able to:   * Define operations management * Understand operations strategy and competitiveness * Understand facility location and layout * Know capacity planning * Differentiate aggregate planning and scheduling * Describe operations management, its scope and activities * Describe the decision involved in designing and controlling the operations system. * Apply selected quantitative tools, techniques and models in the analysis of decisions for the designing, planning and controlling of operation systems. |

**CHAPTER 1: NATURE OF OPERATIONS MANAGEMENT**

1.1 Introduction

1.2 Historical Development of Operation Management

1.3 Manufacturing Operations and Service Operations

1.3.1 Manufacturing Operations

1.3.2 Service Operations

1.4 Operations Decision Making

1.5 Productivity Measurement

**Chapter 2 - OPERATIONS STRATEGY & COMPETITIVENESS**

2.1 Introduction to operations strategy

2.2 Operations strategy in Manufacturing

2.3 Operations strategy in Services

**Chapter 3 - DESIGN OF THE OPERATION SYSTEM**

3.1 Product and service design

3.2 Process selection

3.3 Strategic Capacity Planning

3.4 Facility Location & layout

3.5 Job Design and Work Measurement

**Chapter 4 - OPERATIONS PLANNING & CONTROL**

4.1 Aggregate production planning

4.2 Operations Scheduling

**Chapter 5 - QUALITY MANAGEMENT AND CONTROL**

5.1 Meaning and nature of quality

5.2. Overview of TQM

5.2 Quality Specification

5.3 Continuous Improvement

5.4 Statistical Quality Control

5.5 Process Control Charts

**Assessment Arrangements**

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| **Activities** | Test | Assignment | Presentations | Test | Final Exam | **Total Points** |
| **Points** | 15**%** | 10**%** | 10**%** | 15**%** | 50**%** | **100%** |

**Policy and Regulations:**

**Attendance**: Students who attend class regularly will increase their chances of success in this course. Accordingly, attendance will be taken at the beginning of each class meeting.

**Plagiarism**: is a serious form of academic dishonesty. If so happened, the first instance of plagiarized work will receive a grade of zero. Any such occurrence thereafter will result in receiving F for the course.

**Assignments:** You must do your individual and group assignments and submit on time. No late assignment will be accepted.

**Cell phones**: using mobile phones during the teaching learning process is strictly forbidden.

**References:**

* Wlld, Ray (1995),’ Production and Operation Management’ 5th Edition, Cassell.
* Jay Heizer and Barry Render (2008), Operations Management, 9thedition, Prentice Hall
* Dilworth James B (1993), Production and Operation Management - Manufacturing and Services. 5th Edition, West Publishing.
* Evans, James R (1993), Production/Operations Management: Quality, Performance and Services, 5th Edition, McGraw-Hill
* Starr, Martin (1996), Operation Management: A Systems Approach, Boyd and Fraser Publishing Company.
* Plossl, Georkge W (1985), Production and Inventory Control: Principles and Techniques, 2ed Edition, Prentice Hall.
* Chase. Richard B. Aquilano. Nicolas J and Jacobs. Robert F (1998) ‘Production and Operation Management- Manufacturing and Services’ 8th Edition, Irwin McGraw- Hill

***N.B*** *Any Other books and articles written on similar topics could also be refereed.*