



## Course Syllabus

<b>Course Code</b>	<b>Course Title</b>	<b>ECTS Credits</b>
IMGT-488DL	Operations Management	6
<b>Prerequisites</b>	<b>Department</b>	<b>Semester</b>
MATH-221DL, MGT-281DL	Management	Fall/Spring
<b>Type of Course</b>	<b>Field</b>	<b>Language of Instruction</b>
Required	Management	English
<b>Level of Course</b>	<b>Lecturer(s)</b>	<b>Year of Study</b>
1 <sup>st</sup> Cycle	Mr. Harry Kogetsidis	3 <sup>rd</sup> and 4 <sup>th</sup>
<b>Mode of Delivery</b>	<b>Work Placement</b>	<b>Corequisites</b>
Distance Learning	N/A	None

### Course Objectives:

The main objectives of the course are to:

- Introduce students to the nature of operations and the basic concepts of operations management.
- Introduce students to a range of important processes, which can be used to support the management of operations.
- Introduce students to the concept of transforming organizational resources into products.
- Help students understand the nature of the external environment and its effect on the organization.
- Help students understand the systemic nature of organizations.
- Help students appreciate the importance of human resources in organizations.
- Help students appreciate the importance of teamwork in organizations and to become effective team players.
- Develop students' analytical skills.
- Develop students' critical thinking.
- Develop students' interpersonal skills and offer them the opportunity to actively engage in debates on management issues.

### Learning Outcomes:

After completion of the course students are expected to be able to:

1. Recognize the importance of operations and the role of operations management.
2. Compare and contrast the different types of organizational resources and discuss their contribution in the transformation process.
3. View organizations as complex social systems.
4. Compare and contrast the divergent and often conflicting interests of the various stakeholders.
5. Distinguish between the need for effectiveness and the need for efficiency in organizations.
6. Compare and critique different operations management approaches and demonstrate how these can help organizations to meet their goals.
7. Formulate appropriate forecasting models to produce customer demand predictions and compare their level of accuracy.
8. Investigate good operations management practices in contemporary organizations.
9. Carry out independent research using a variety of resources.
10. Participate in debates on controversial issues related to operations management and form and defend a position.

### Course Content:

1. **Introduction to operations management**  
(The nature and function of operations. Converting resources into goods and services. Transforming vs transformed resources. Effectiveness and efficiency of operations. The role of technology in operations. Contemporary operations management)
2. **Operations strategy**  
(Strategy and operations. Organization stakeholders. Performance objectives. Approaches to operations strategy)
3. **Process design**  
(The role of process design in organizations. Types of processes for manufacturing and services)
4. **Layout design**  
(The role of layout design in organisations. Types of layouts for manufacturing)
5. **Product design**  
(The role of product design in organisations. Different ways in which product design ideas are generated. Product design ideas can be converted to finished products.)
6. **Job design**  
(The role of job design in organisations. Formal specifications vs informal expectations in relation to job design. Behavioural vs physical aspects of job design. Employee motivation, employee performance and product quality. Job design models. Job rotation, job enlargement and job enrichment. Employee empowerment)

7. **Capacity management**  
(Demand and capacity. Measuring demand. Measuring capacity. Design, effective and actual capacity. Capacity strategies to respond to fluctuations in customer demand)
8. **Demand forecasting**  
(Fluctuations in customer demand. Predicting customer demand using time series forecasting methods. Simple exponential smoothing. Holt's exponential smoothing. Measuring forecast accuracy)
9. **Project management**  
(Projects and activities. Project duration and cost. Network analysis. Techniques for reducing the expected duration of a project. Trade-offs between time and cost. Project crashing)
10. **Performance management**  
(Measuring performance. Quantifiable vs non-quantifiable measures of performance. The basic steps of performance management. Taking action to improve performance. Breakthrough vs continuous improvement)

**Learning Activities and Teaching Methods:**

Recorded lectures, directed reading, practical activities, forum discussions, web conferencing, online tests and homework activities.

**Assessment Methods:**

Online Test, Assessed Homework, Participation in Group Work, Final Examination

**Recommended Textbooks / Readings:**

Title	Author(s)	Publisher	Year	ISBN
Operations Management, 9 <sup>th</sup> Ed.	Nigel Slack, Alistair Brandon-Jones	Pearson	2019	9781292253961
Operations Management – Theory and Practice, 14 <sup>th</sup> Ed.	William Stevenson	McGraw-Hill	2021	9781260575712
Operations Management (3 <sup>rd</sup> ed.)	Andrew Greasley	Wiley	2013	9781119978541