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| **1. College:** College of Business Administration | | | | | | | | | |
| **2. Department:** Management and Marketing | | | | | | | | | |
| **3. Program:** College Undergraduate Programs | | | | | | | | | |
| **4. Course code:** MGT236 | | | | | | | | | |
| **5. Course title:** Production Management | | | | | | | | | |
| **6. Course credits:** 3 credit-hour | | | | | | | | | |
| **7. Course NQF Level:** 6-7-8 | | | | | | | | | |
| **8. NQF Credits:** TBA | | | | | | | | | |
| **9. Pre-requisites:** MGT230 | | | | | | | | | |
| **10. Lectures Timing & Location:** **Section 3**: U 08:00 - 09:40, online with Section 4  H 08:00 - 08:50, online, section 3 only    **Section 4**: U 08:00 - 09:40, online with Section 3  H 10:00 - 10:50, online, section 4 only    **Section 5**: U 10:00 - 11:40, online with Section 6  H 09:00 - 09:50, online, section 5 only    **Section 6**: U 10:00 - 11:40, online with Section 5  H 11:00 - 11:50, online, section 6 only  **Section 7**: M 10:00 - 11:40, online with Section 8  W 09:00 - 09:50, online, section 7 only    **Section 8**: M 10:00 – 11:40, online with Section 7  W 11:00 – 11:50, online, section 8 only | | | | | | | | | |
| **11. Course web-page:**  <http://bcs.wiley.com/he-bcs/Books?action=index&itemId=0470524588&bcsId=5290> | | | | | | | | | |
| **12. Course coordinator:** Dr. Amin Al-Agha | | | | | | | | | |
| **Course instructor:** Dr. Amin Al-Agha Office no. S1B-128B Office Tel. no. 17438593  aalagha@uob.edu.bh | | | | | | | | | |
| **13. Academic year:** 2020/2021 | | | | | | | | | |
| **14. Semester** |  |  | **FFI** | **First** |  | **X** | **Second** |  | **Summer** | |
| **15. Textbook(s):**   * Reid , R. D., and Sanders, N.(7th ed.), Operations Management: An Integrated Approach, John Wiley ,ISBN: ES8-1-119-49738-7 , electronic edition * You can have access to the textbook through the following link: (Ctrl + click)   <http://bcs.wiley.com/he-bcs/Books?action=index&itemId=0470524588&bcsId=5290> | | | | | | | | | | |
| **16. References:**   * Stevenson, W. J. (2018), Operations Management, 13th Edition, McGraw-Hill, ISBN:   9781259667473 | | | | | | | | | | |
| **17. Other resources used (e.g. e-Learning, field visits, periodicals, software, etc.):**   * www.wiley.com/college/reid, for cases, web links, and additional resources and information. * Additional Material: VIDEOS WITH VOICE NARRATION FROM SPEAKERS WITH EXECUTIVE RANKS FOR ALL CHAPTERS CAN BE ACCESSED USING THE FOLLOWING LINKS:   Chapter 01:<https://www.youtube.com/watch?v=DEuzzLled6k>  Chapter 02: <https://www.youtube.com/watch?v=b0YfKoK2uF0>  Chapter 03: <https://www.youtube.com/watch?v=XWeVn6Tt1Ag>  Chapter 04: <https://www.youtube.com/watch?v=kFCEMGYeHww>  Chapter 05: <https://www.youtube.com/watch?v=qoBfvPazi10>  Chapter 12: <https://www.youtube.com/watch?v=BiIeViq61jE>  Chapter 16: <https://www.youtube.com/watch?v=EtPWXu3qfkc> | | | | | | | | | | |
| **18. Course description (from the catalog):**  Introduction to operations management; business strategy and operations strategy; product and process decisions and design; supply chain management; total quality management; inventory management, project management. | | | | | | | | | | |
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**19. Course Intended Learning Outcomes (CILOs)**

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| **CILOs** |  |  | | *Mapping* | | | *to PILOSs* | | |  | |  | | |  | | | | | |  |  |  |  | | | | |  | *PILOSs* | |  | | |  | | |  | |
| **Learning goals** | a. Knowledge | |  | | b. Globalization |  | | c. Skills |  | | .d. Communication | |  | e. Competencies | | | | f. Values | | | | | | |  |  |  | e. Competencies | | | f.   Values | | |  | | | | |  | |  | | |
|  | a1. General knowledge | | a2. Specific knowledge | | b1. International cross-cultural | b2. Global perspective | | c1. Thinking skills | c2. Analytical skills | | d1. Communication (writing) | | d2. Communication (oral) | e1. e2.  Leadership Team  Skills work | | | | f1. f2.  Ethnic social  Respon  sibilty | | | | | | |  |  |  |  | | |  | | |  | | | | |  | |  | | |
| 1. Develop business and operations strategies in manufacturing and  service sector to improve the operational performance |  | | x | |  |  | |  | x | |  | |  |  | | |  |  |  |  | | | | | | | | | | | | |  | | |  |  | | | | |  |  | |
| 2. Understand the principles and applications relevant to project planning, and the design of operations in manufacturing and service firms. |  | |  | | x |  | |  | x | |  | |  |  | | | x |  |  |  | | | | | | | | | | | | |  | | |  |  | | | | |  |  | |
| 3. Define the concepts and recognize the role of operations management as well as the current issues in supply chain management, inventory management and quality management. | x | |  | |  | x | |  |  | |  | |  |  | |  | |  | x |  | | | | | | | | | | | | |  | | |  |  | | | | |  |  | |
| 4. Recognize situations in a production system environment that suggests the use of quantitative methods to assist in operations management decision making. |  | |  | |  |  | | x |  | |  | |  | x | |  | |  |  |  | | | | | | | | | | | | |  | | |  |  | | | | |  |  | |

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| **20. Course assessment:** | | | | | | | | | | |
| *Assessment Type* | | | *Details/Explanation of Assessment in relation to CILOs* | | *Number* | | *Weight* | | *Date(s)* | |
| Continuous Assessment | | | 1 | |  | | 15 % | |  | |
| Engagement Activities | | | 2 | |  | | 15% | |  | |
| Case study | | | 2,3 | | 1 | | 10 % | | Tuesday, 30/3/2021  at 10:30 am | |
| TEST | | | 1,2,4 | | 1 | | 20 % | | Tuesday, 20/04/2021  at 10:30 am | |
| Final examination  (lookdown) | | | 2,3,4 | | 1 | | 40 % | | 05/06/2021  From 08:30-10:30 am | |
| Total | | |  | |  | | 100% | |  | |
| **21. Description of Topics Covered** | | | | | | | | | | |
| *Topic Title*  *(e.g. chapter/title)* | | | | *Description* | | | | | | |
| Chapter 1: Introduction to Operations Management | | | | What is Operations management?/ Differences between manufacturing and service organizations / Operations management decisions/ Historical development / Today’s operations management /operations management in practice/OM across the organization | | | | | | |
| Chapter 2 : Operations Strategy, Competitiveness, and Productivity | | | | The role of operations strategy/ Developing a business strategy(mission ,environmental scanning, core competencies, putting it together) / Developing an operations strategy (competitive priorities, the need for trade-offs, order winners and qualifiers)/productivity, measuring productivity, interpreting productivity measure, productivity and competitiveness | | | | | | |
| Chapter 3: Product Design and Process Selection | | | | Product design (design of services versus goods)/The product design process( idea development, product screening, preliminary design and testing, final design)/ Factors impacting product design(design for manufacture, product life cycle, concurrent engineering, remanufacturing)/ Process selection (types of processes) / designing processes/ Linking product design and process selection(product design decisions, competitive priorities, facility layout, product and service strategy, degree of vertical integration) / Designing services(How are services different from manufacturing?, How are services classified?, The service package, Differing service designs). | | | | | | |
| Chapter 4 : Supply Chain Management | | | | What is a supply chain?/supply chain management/ Components of a supply chain(external suppliers, internal functions, external distributors) /The bullwhip effect(causes of and counteracting the bullwhip effect)/ Factors affecting supply chain management( information technology and e-commerce, consumer expectations and competition , globalization, the environment(green supply chain), infrastructure issues, product proliferation) / Vertical integration/ In-sourcing versus outsourcing decisions. | | | | | | |
| Chapter 5: Total Quality Management | | | | Defining quality(differences between manufacturing and service organizations)/ Costs of quality/ The philosophy of total quality management(customer focus, continuous improvement, employee empowerment, use of quality tools, product design(quality function deployment is not required), process management, managing supplier quality) | | | | | | |
| Chapter 12: Inventory Management | | | | Types of inventory/ How companies use their inventory / Objectives of inventory management (customer service, cost-efficient operations, minimum inventory investment)/ Relevant inventory costs( Item cost, Holding cost , Ordering cost, Shortage cost) / Determining order quantities/ Mathematical models for determining order quantity (the Economic order quantity model and the Economic production quantity model) | | | | | | |
| Chapter 16: Project Management | | | | Defining a project/ Project life cycle (Conception, Feasibility analysis or study, Planning, Execution, Termination)/ Network planning techniques{ The Critical Path Method(CPM), The Program Evaluation and Review Technique (PERT) / The earliest- start Gantt Chart} | | | | | | |
| **22. Course Weekly Breakdown:** | | | | | | | | | | |
| *Week* | *Date* | *Topics covered* | | | | *CILOs* | | *Teaching Method* | | *Assessment* |
| ***1*** | 7-11 Feb. | Introduction to Operations Management | | | | 1,2 | | *2-hour lecture:*  *1-hour lecture:*  *2-hour lecture:*  *1-hour lecture:*  *2-hour lecture:*  *1-hour lecture:* | | Quizzes/ Assignments |
| ***2*** | 14-18 Feb. |
| ***3*** | 21-25 Feb. | Operations Strategy , Competitiveness, and Productivity | | | | 1,2,4 | |
| ***4*** | 28 Feb.- 4 March |
| ***5*** | 7-11 March | Product Design and Process Selection | | | | 2,4 | | Case Study  and Test |
| ***6*** | 14-18 March |
| ***7*** | 21-25 March |
| ***8*** | 28 March-1 April | Supply Chain Management | | | | 3,4 | | *2-hour lecture*  *1-hour lecture*  *2-hour lecture:*  *1-hour lecture*  *2-hour lecture:*  *1-hour lecture:*  *2-hour lecture:*  *1-hour lecture:* | | Test  Final |
| ***9*** | 4-8 April | **Mid Semester Break** | | | |  | |
| ***10*** | 11-15 April | Total Quality Management | | | | 3,4 | |
| ***11*** | 18-22 April |
| ***12*** | 25-29 April | Inventory Management | | | | 3,4 | |
| ***13*** | 2-6 May |
| ***14*** | 9-13 May |
| **15** | 16-20 May | Project Management | | | | 2,4 | |
| **16** | 23-27 May |