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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, 30/3/2021at 10:30 am |
| TEST  | 1,2,4 | 1 | 20 % | Tuesday, 20/04/2021at 10:30 am |
| Final examination (lookdown) | 2,3,4 | 1 | 40 % | 05/06/2021From 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 Studyand 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  |