

American College Dublin

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IB403 OPERATIONS MANAGEMENT

Credits:	3 US credits / 6 ECTS credits
Credit level:	Stage award
Prerequisites:	IB200
Mandatory:	Yes
Contact hours:	40
Academic Year:	2016 - 2017
Semester:	1
Lecturer:	Seán Ó Raghallaigh

MODULE DESCRIPTION

Examination of the managerial systems a firm uses to integrate geographically and sequentially its manpower, machines and materials in order to design, produce and distribute a product or a service. The course covers aspects of operations strategy, design, planning and control, and improvement.

MODULE LEARNING OBJECTIVES

At the end of this class, students will have:

1. A detailed comprehension of the kind of knowledge pertaining to Operations Management
2. Developed a critical awareness on the concept of key strategic decisions in production/operations management including product design, procurement, planning and improvement.
3. Acquired the skills to develop and evaluate a production/operations management strategy.
4. The capacity to apply various decision-making techniques used in production/ operations management.
5. The ability to apply tactical decisions in production operations management including inventory management, scheduling, project management, total quality management and maintenance and reliability to specific studies.
6. Gained competencies in their role within the project group. They will have developed abilities in terms of group's dynamics and organization, consensus and persuasion within this group.

TEACHING METHODS

Lecturing, group discussions based on current articles from the business press and case studies or videos, case studies in groups, guest speakers, analysis of case studies, etc.

LEARNING OUTCOMES MAP

Learning Outcomes	Content	Delivery	Assessment
1	All sections	Lectures, readings, class exercises and discussions.	Class exercises, assignments, exam and participation.
2	Sections 2 - 4	Lectures, class exercises and discussions.	Class exercises, assignments and participation.
3	Sections 5, 7, 9, 11	Lectures, readings, class exercises and discussions.	Class exercises, assignments, exam and participation.
4	Sections 5, 11	Lectures, readings, class exercises and discussions.	Class exercises, exam assignments, and participation.
5	Sections 2	Lectures, readings and class exercises.	Class exercises, exam and assignments.
6	Sections 4, 7 - 10	Lectures, readings, class exercises and discussions.	Class exercises, assignments and exam.

COURSE OUTLINE

1. Introduction to Operations Management
2. Operations performance
3. Operations Strategy
4. Design in Operations Management
5. The Nature of Planning and Control
6. Capacity Planning and Control
7. Inventory Planning and Control
8. Supply Chain Management and Control
9. Lean synchronisation
10. Operations Improvement & Total Quality Management
11. The Operations Challenge

REQUIRED TEXT

Slack, N., Chamber, S., Harland, C. & Harrison, A., Johnston, R. (2010) "Operations Management", 6th Edition, Financial Times Press

Goldratt, Eliyahu M., & Cox, Jeff, "The Goal", 3rd edition, Gower, Aldershot, 2004.

SUPPLEMENTARY READING LIST

Financial Times "Mastering Global Business", FT/Pitman Publishing, London, 1997.

Heizer, J., Render, B. (2010) "Operations Management", 10th Edition, Person Prentice Hall

Goldratt, Eliyahu M., & Cox, Jeff, "It's Not Luck", 1st edition, Gower, Aldershot, 1994.

Robinson, P. (2012), "World class manufacturing including six sigma, kanban and checklist", BPIC

Schonberger, Richard J., "World Class Manufacturing: The Next Decade", Financial

Times Prentice Hall, Harlow, 2011.

Slack, N., Brandon-Jones, A., Johnston, R., "Essentials of Operations Management", 3rd edition, Pitman Publishing, London, 2006.

Slack, Nigel, & Chamber, Stuart, & Harland, Christine, & Harrison, Alan, & Johnston, Robert, "Cases in Operations Management", 3rd edition, Pitman Publishing, London, 2006.

NEWSPAPERS, PUBLICATIONS & LIBRARY FACILITIES

Financial Times Business Week

International Herald Tribune Business & Finance

Sunday Business Post Harvard Business Review

Wall Street Journal Fortune

INTERNET WEBSITES

<http://www.unison.ie/irishindependent/>

<http://www.actualidad.com/>

<http://www.fortune.com>

<http://www.sbpost.ie/>

<http://www.ireland.com/newspaper/>

<http://www.ft.com/>

<http://www.economist.com>

ASSESSMENT/GRADING

The following must be completed satisfactorily by any student undertaking the standard assessment of the course.

Project: Students, organised in groups, must examine the Operations Management within a chosen organization. This group project must be typed and submitted on time.

Final exam: The exam contains 6 questions and is 3 hours length. Students must answer 3 questions out of 6. The exam will cover material from the whole course.

Assessment will take the form of:

Project Written	50%
Final exam	<u>50%</u>
Total	100%

Grading

Each component of the course will be assessed separately. Students will be graded according to the attached grading system as outlined in the HETAC Marks and Standards 2009, available at: http://www.hetac.ie/docs/Assessment_and_Standards_2009.pdf (page 23).

ATTENDANCE AND PUNCTUALITY

Full attendance is crucial and is monitored. It is the student's responsibility to call the College office to notify the lecturer of an illness. See Academic Policies and Procedures in the ACD Catalogue. Late arrivers may be refused admission to class.

ACADEMIC DISCIPLINE

Refer to the subsection on Academic Discipline in the current ACD Catalogue.