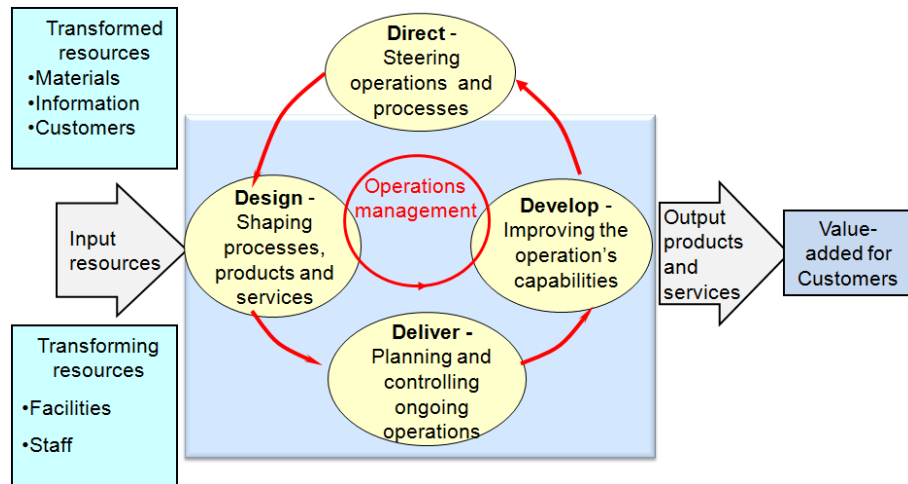


ABS0209 - Operations Management

Course Title	Operations Management			
Course Code	MBA561			
Course Type	Elective			
Level	MBA (Level 2)			
Year / Semester	1 st Year / Spring Semester			
Teacher's Name	Dr Marianna Frangeskou			
ECTS	10	Lectures / week	3 hours	Laboratories/week
Course Purpose	<p>Operations management (OM) is a discipline with many practical applications that form an integral part of everyday (business) life. You may not always be aware of it but there are many situations where you, as a customer, interact with a product or service operation. For instance, when you go to a dentist or visit a supermarket, you are a customer who experience if the operation provides you with the goods and services you seek in an effective and efficient way. If you have a job, maybe in a shop or a restaurant, you are an employee and you contribute to the effectiveness and efficiency of the operation of the restaurant. When you start to look around in this way, you will see that everything you buy or use is the output of an operations process that is being managed to deliver these products and services to you.</p>			
Learning Outcomes	<p>This course contributes to a number of learning outcomes, on knowledge, skills, and attitude. The knowledge goals that are incorporated into this course, refer to theories of management and the specific challenges of businesses that operate internationally. The knowledge, skills and the abilities of the students will focus on:</p> <ol style="list-style-type: none"> 1. Operations performance and operations strategy 2. Product, process and network design 3. Process layout and process technology 4. Supply network design and supply chain management 5. Lean synchronization, quality management, operations improvement and risk management 			
Prerequisites	None.	Co-requisites	None.	
Course Content	<p>Figure 1 depicts a generic model covering the OM domain. In essence, the OM challenge is to transform a set of input resources into the goods and services as requested by the end customers. These operational transformation processes need a “strategic umbrella” to ensure that OM keeps contributing to the improved organisational competitiveness in a dynamic business environment.</p>			

Operations strategy provides the direction to design the operations, not only the products and services themselves, but also the systems and processes which generate them. Subsequently, planning and controlling involves decision-making on when and where capacity needs to be available to execute the operations. OM should also have mechanisms in place to detect and respond to any deviations from its plans. Finally, an ongoing OM challenge is to improve performance of the operations through a combination of minor and major improvement activities. These improvements should ultimately contribute to achieving OM's strategic objectives, thus closing the loop.



- Figure 1. General OM model. Source: Slack et al (2019), page 30.
- This generic OM model is also reflected in the course design. The current OM course in the International Business Administration program will consist of four key building blocks:
 - Introduction/strategy (Direct)
 - Design
 - Planning and control (Deliver)
 - Improvement (Develop)

Course Structure

Lecture 1: Introduction to Operations Management

Lecture 2: Operations' Performance & Operation's Strategy

Lecture 3: Product Design process

Lecture 4: Process Design

Lecture 5: The layout and look of facilities

Lecture 6: Midterm exam (Lecture 1 to 5)

Lecture 7: People in operations

	Lecture 8: Supply Chain Management
	Lecture 9: Quality Management
	Lecture 10: Lean Operations & Managing Risk and Recovery
	Lecture 11: Operations Management Improvement
	Lecture 12: Case study on Lean Operations and Operations Improvement
	Lecture 13: Group Presentations & Revision Lecture
Teaching Methodology	The course material is delivered to the students by means of lectures, conducted with the help of power point presentations. In each lecture there will be a group activity as well. Numerous international and local real-life examples and case studies will be discussed in class to illustrate the meaning of various concepts and theories that will be discussed in the class. The students will be required to buy the book to follow up the course. Lectures notes and activities will be available for the students on e-learning platform.
Bibliography	Slack, N., Brandon-Jones, A and Johnston, R. (2019) Operations Management. (Ninth edition), Pearson Education Limited, England – including access to MyOMLab.
Assessment	<p><u>Methods:</u></p> <ul style="list-style-type: none"> • Students will be assessed with one midterm exam, group report and presentation and one final exam <p><u>Weights :</u></p> <ul style="list-style-type: none"> • Midterm exam: 20% • Group Report & Presentation: 20% • Final Exam: 60%
Language	English.