

LOG202 Managing Operations

Level: 2

Credit Units: 5 Credit Units

Language: ENGLISH

Presentation Pattern: EVERY REGULAR SEMESTER

Synopsis:

Creating and delivering goods and services to customers require an effective system of interconnected facilities and processes, and the ability to manage them. Managing these operations can be particularly challenging when faced with volatile customer demands, changing market environments, rapid advances in technology and competition in a global context. This course provides students with an understanding of the importance of operations that delivers value to its customers. Students will examine the design of goods, services and the processes that create them; the day-to-day management of these processes; and the continual improvement of these goods, services and processes effective in a manner that matches customers' expectations.

Topics:

- Operations Management and Value Chains
- Measuring Performance in Operations and Value Chains
- Goods and Service Design
- Process Selection, Design and Analysis
- Forecasting and Demand Planning
- Resource Management
- Capacity Management
- Managing Inventories in Supply Chains
- Quality Control and SPC
- Lean Operating Systems
- Operations Strategy
- Technology and Operations Management

Textbooks:

David A. Collier & James R. Evans: Operations and Supply Chain Management (3rd Edition) 3rd
Cengage
ISBN-13: BN-0275

Learning Outcome:

- Explain how operations can enhance the way an organisation creates and delivers value to its customers.
- Discuss how goods, services and processes can be designed for value.
- Apply the techniques to forecast the demand for goods and services as well as to allocate resources to meet the demand.
- Analyse the issues related to capacity and inventory management.
- Outline the approaches that improve quality control in goods and services as well ensure that operating systems are lean.
- Show how operations strategy and technology can help an organisation gain a competitive advantage.

Assessment Strategies (Evening Class):

Components	Description	Weightage Allocation (%)
Overall Continuous Assessment	PARTICIPATION 1	10
	TUTOR-MARKED ASSIGNMENT 1	20
	GROUP BASED ASSIGNMENT 1	20
Overall Examinable Components	Written Exam	50
Total		100