



KOMAR UNIVERSITY OF SCIENCE AND TECHNOLOGY (KUST)

OPERATIONS MANAGEMENT COURSE SYLLABUS				
Course Title	<u>Operations Management</u>			
Course Code	BUS4360	No. of Credits	3	
Department	College course	Collage	College of Business	
Course Instructor	Mr. Sadiq Mohammed Mahmood			
Email	sadiq.mohammed@komar.edu.iq	IP No.	129	
Per-requisites	BUS2320 Principles of Management			
Teaching Hours	3			
Course Schedule	Sunday and Tuesday (12:00 – 13:30)			
Contact Hours	Sunday and Tuesday (10:00 – 11:00)			
Course Type	Department Requirement			
Offer in Academic Year	Spring 2016			
COURSE DESCRIPTION				
<p>This course is organized for the purpose of illustrating the theoretical framework of the principles and the processes of operations management. During the course, students are encouraged and guided to analyze operations management in action.</p>				
COURSE OBJECTIVES				
<ol style="list-style-type: none"> 1. To explain the main concepts of the distinguished processes in operations management of a business: design, planning and control, and improvement. 2. To demonstrate the purpose of the whole concept of operations management as how to exploit and create new and different opportunities for the future of a business. 3. Explaining the diversity of viewpoints about operations management as well as encouraging students to think critically about it. 				
COURSE LEARNING OUTCOMES			AACSB CLOs	Weight 100%
1. Define and give examples of key terms in operations management.			A	10%
2. Discuss the different views of operations strategy for an enterprise.			F	5%
3. Illustrate the operations performance objectives.			E	5%
4. Explain how to do SWOT analysis from operational perspective.			C + E	10% + 5%
5. Analyze the nature of the operations management processes: design, planning and control, and improvement.			C + D	20% + 15%
6. Explain the nature and role of social responsibility in operations planning.			B + G	10% + 5%
7. Make use of the concepts in case analyses of operations management.			D + H	10% + 5%



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COURSE CONTENT				
<p>Part 1: Introduction to Operations Management Part 2: First Process of Operations Management: Design Part 3: Second Process of Operations Management: Planning and Control Part 4: Third Process of Operations Management: Improvement Part 5: Preparation of Case Analysis</p>				
GRADING POLICY				
A	95-100%	C	70-74%	
A-	94-90%	C-	65-69%	
B+	87-89%	D+	60-64%	
B	83-86%	D	55-59%	
B-	80-82%	D-	50-54%	
C+	75-79%	F	0-49%	
W	Withdrawal	I	Incomplete	
<i>Note: Passing Grade is 65% and above</i>				
COURSE TEACHING AND LEARNING ACTIVITIES				
<ol style="list-style-type: none"> 1. Lectures: The lectures provide a broad introduction to each topic and emphasis key concepts. 2. Case Studies: the numerous Case Studies are an important learning tool, integrated closely with the theoretical material presented in each chapter. 3. Graphs: graphs should help students both learn and review the material. 4. Student Questions: With each new subject the students will be asked to submit 2 questions about the subject prior to reading in textbooks about it, then 2 more questions that reading generated in their minds. 5. In class brainstorming sessions: Team-work, assignments and presenting the assignment contents and ideas are required. 6. Quick Quizzes: These will be announced ahead of time. 7. Feedback: Feedback on student progress will be given throughout the course. 8. Class participation: Class participation is encouraged and will influence your grade. 9. Exams: Exams are all comprehensive in nature. 				
COURSE ASSESSMENT Tools				
N	Assessment tool	Weight	No. of Activities	Learning Outcomes
1	Homework/Exercise	15%	(3)	Encourage reading and reviewing (Must be returned on time).
2	Quizzes	15%	(3)	Careful reading and listening
4	Mid-Term Exam	20%	(1)	College requirement (Feedback)
5	Final Exam	30%	(1)	College requirement (Feedback)
6	Participation	5%	Each lecture	Interact with the course



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7	Reports and Presentations	15%	(1)	Divided into groups: learning how to prepare reports and papers on operations management.
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ESSENTIAL READINGS: (Journals, textbooks, websites, etc.)

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| Textbook | • N. Slack, S. Chambers & R. Johnston (2010), Operations Management, 6 th ed. Prentice Hall. |
| Additional Resource | 1. S. Anil Kumar & N. Suresh, (2009), Operations Management. New Age International (P) Ltd., Publishers.
2. N. Slack, Alistair Brandon Jones & R. Johnston(2011), Essentials of Operations Management, Prentice Hall. |

COURSE POLICY (including plagiarism, academic honesty, attendance etc)

Attendance Policy

Students are expected to attend all the classes for the entire semester. Students are responsible for material presented in lectures. Attendance is taken at the beginning of each class. Only students with official KUST absences, family crises, and illness are excused from class. This in no way cancels any responsibility for work due or assigned during absence. The student who misses more than 10 percent of the course classes will be placed on probation.

Make-up Policy

Because all examinations are announced in advance a zero will be assigned to any missed examination unless a student has a legitimate acceptable reason, such as illness, for not being able to take the examination during all the days when the examination was announced.

Academic Dishonesty

Any type of dishonesty (plagiarism, copying another's test or home-work, etc) will NOT be tolerated. Students found guilty of any type of academic dishonesty are subject to failure in this course, plus further punishment by the University Consul.

Deadlines/Due Dates

Recognizing that a large part of professional life is meeting deadlines, it is necessary to develop time management and organizational skills. Failure to meet the course deadlines will result in penalties. **Late assignments will be accepted with a penalty if they are less than 3 days passed their respective due dates, otherwise a zero will be assigned to those assignments.** Work may be submitted early.

GUIDELINES FOR SUCCESS

- Attend classes, listen carefully and ask relevant questions about the topics..
- Actively participate in discussions.
- Do homework without copying from classmates.
- Do not neglect what you do not understand.



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Week	Beg/End Dates	Topics	AACSB CLOs	Course Requirements
1	Feb. 28 th 2016 Lecture (1)	<ol style="list-style-type: none"> 1. Syllabus 2. Introduction: The Key Concepts 	A	
	Lecture (2)	<ul style="list-style-type: none"> • Overview of Operations management 	A	
2	Lecture (3)	<ul style="list-style-type: none"> • Operations Performance 	A + D	
	Lecture (4)	<ul style="list-style-type: none"> • Operations Strategy 	A & F	
3	Lecture (5)	<ul style="list-style-type: none"> • DESIGN: <ol style="list-style-type: none"> 1. Design of Processes 	C + E + D	Quiz – 1
	Lecture (6)	<ol style="list-style-type: none"> 2. Design of Products and Services 	C + D	
4	Lecture (7)	<ol style="list-style-type: none"> 3. Design of Supply Network 	C + D + E	
	Lecture (8)	<ol style="list-style-type: none"> 4. Design of Layout and Flow 	C + D	
5	Lecture (9)	<ol style="list-style-type: none"> 5. Design of Process Technology 	C + D	
	Lecture (10)	<ol style="list-style-type: none"> 6. Design of People Employment 	C + D	Homework – 1
6	Lecture (11)	<ul style="list-style-type: none"> • PLANNING AND CONTROL: <ol style="list-style-type: none"> 1. The Nature of Planning and Control 	C + D	
	Lecture (12)	<ol style="list-style-type: none"> 2. Capacity Planning and Control 	C + D	
7	Lecture (13)	<ol style="list-style-type: none"> 3. Inventory Planning and Control 	C + D	
	Lecture (14)	<ol style="list-style-type: none"> 4. Supply Chain Planning and Control 	C + D	Quiz -2
8	Mid Term Exam. No Classes.			
9	Lecture (15)	<ol style="list-style-type: none"> 5. Enterprise Resource Planning (ERP) 	C + D	
	Lecture (16)	<ol style="list-style-type: none"> 6. Lean Synchronization 	C + D	
10	Lecture (17)	<ol style="list-style-type: none"> 7. Project Planning and Control 	C + D + E	
	Lecture (18)	<ol style="list-style-type: none"> 8. Quality Management 	C + D + E	Homework -2



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11	Lecture (19)	<ul style="list-style-type: none"> Case Study of Design, Planning & Control 	H + B + E	
	Lecture(20)	<ul style="list-style-type: none"> IMPROVEMENT: 1. Operations Improvement 	C + D + E	
12	Lecture(21)	2. Risk Management	C + D	
	Lecture(22)	3. Elements of Organizing Improvement	C + D	
13	Lecture(23)	<ul style="list-style-type: none"> Case Study of Operations Improvement 	B + E + H	Quiz – 3
	Lecture(24)	<ul style="list-style-type: none"> Operations & Social Responsibility 	B + G	Homework – 3
14	Lecture(25)	4. How to Prepare and Present an Operations Management Case Analysis	B + E + G + H	
	Lecture(26)	5. Students' Groups Assignments	F + G + H	Presentations
15	Lecture(27)			
	Lecture (28)	6. Review of Class Major Learning	F + G	
		Final Exams. No Classes.		