



BBA 22023: Operations Management

Level: 2000

Number of Credits : 03

Course Description

Operations management focuses on managing resources of transformation process that create and deliver goods and services to customers. This course deals with designing and controlling value adding processes to gain competitive advantage in manufacturing and service environments.

Intended Learning Outcomes

At the end of the course, the student will be able to;

- Describe manufacturing and service processes of the organization,
- Explain theories, concepts, tools, and techniques used in operations management,
- Evaluate the transformation process for optimal utilization of resources,
- Apply appropriate tools and techniques of operations management in manufacturing and service environments to achieve competitive advantages.

Teaching/Learning Methods

Lectures, group discussions, workshops, and site visits

Methods of Assessment

In-course Assessments	: 30%
End Semester Examination	: 70%

Course Contents

- 1 Introduction to operations management
- 2 Product & service design
- 3 Process design
- 4 Job design
- 5 Quality management
- 6 Statistical process control
- 7 Capacity planning
- 8 Facility location and layout
- 9 Supply chain management
- 10 Forecasting
- 11 Aggregate planning
- 12 Resource planning (MRP,ERP)
- 13 Inventory management
- 14 Lean production and services
- 15 Operations scheduling

Recommended Readings

- 1 Perera, C. (2011). Operations Management Concepts and Applications, (02nd Ed), Institute of Operations Management.
- 2 Russell, R. S., & Taylor, B. W. (2016). Operations and Supply Chain Management, (09th Ed), John Wiley & Sons.