



**Curriculum - 2023**

**BBA Hons (Entrepreneurship) Degree Program**

**Faculty of Management and Finance**

**University of Ruhuna**

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**BBA 31013:Operations Management**

**Level: 3000**

**Number of Credits : 03**

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**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 organizations.

**Intended Learning Outcomes**

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

- Explain theories, concepts, tools, and techniques used in operations management
- Describe and analyze the manufacturing and service processes of the organization
- Determine strategies for operational excellence
- 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 and service design
3. Process design
4. Quality management
5. Statistical process control
6. Capacity planning
7. Facility location and layout
8. Forecasting
9. Inventory management
10. Aggregate planning
11. Resource planning
12. Lean, Six sigma, and lean six sigma
13. Operations scheduling
14. Computer applications in operations management

**Recommended Readings**

1. Heizer, J., Render, B., & Munson, C. *Operations Management: Sustainability and Supply Chain Management*, Pearson Education/The latest edition.

2. Russell, R. S., & Taylor, B. W. *Operations and Supply Chain Management*, John Wiley & Sons/The latest edition.