



Faculty of Management and Finance

Bachelor of Business Administration Honours in Business Management Degree Programme

Course Unit Information Sheet

Course Code		BBA 31013			
Course Name		Operations Management			
Semester		3000 Level Semester I			
Credit Value	3	Core/Optional	Core	GPA/NGPA	GPA
Hourly Breakdown		Lectures	Practical	Independent Learning	
		45 hours	-	105 hours	
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				PLO Alignment	
Upon completion of this course unit, the students will be able to,					
1. Explain theories, concepts, tools, and techniques used in operations management.				1	
2. Describe and analyze the manufacturing and service processes of the organization.				1,10	
3. Determine strategies for operational excellence				5, 22,23	
4. Evaluate the transformation process for optimal utilization of resources.				15, 21, 22	
5. Apply appropriate tools and techniques of operations management in manufacturing and service environments to achieve competitive advantages.				12, 18, 21,22,23	
Course Content				Hours	ILOs
1. Introduction to operations management				3	1,2
2. Product and service design				3	1,2
3. Process design				3	2,4
4. Quality management				3	1,3,5
5. Statistical process control				4	1,5
6. Capacity planning				3	3,4,5
7. Facility location and layout				4	4,5
8. Forecasting				4	3,5
9. Inventory management				3	1,3,5
10. Aggregate planning				3	1,3
11. Resource planning				3	1,3,5
12. Lean, Six Sigma, and Lean Six Sigma				3	4,5

13. Operations scheduling	3	1,3,5
14. Computer applications in operations management	3	5
<b>Teaching Methods</b>		
Lectures, group discussions, workshops, and site visits		
<b>Assessment Methods</b>		
In-course Assessments 30 %	Final Examination 70 %	Total 100%
<b>Recommended Readings</b>		
1. Heizer, J., Render, B., & Munson, C. <i>Operations Management: Sustainability and Supply Chain Management</i> , Pearson Education. /The latest edition		
2. Russell, R. S., & Taylor, B. W. <i>Operations and Supply Chain Management</i> , John Wiley & Sons. /The latest edition		