



Faculty of Management and Finance
Bachelor of Business Administration Honours in Human Resource 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 the transformation process that creates and delivers goods and services to customers. This course deals with designing and controlling value-adding processes to gain competitive advantage in manufacturing and service organisations.					
Intended Learning Outcomes				PLO Alignment	
At the end of the course unit, the student shall be able to,					
1. Explain theories, concepts, tools, and techniques used in operations management.				01	
2. Describe and analyse the manufacturing and service processes of the organisation.				01,10	
3. Determine strategies for operational excellence.				05, 22,23	
4. Evaluate the transformation process for optimal utilisation of resources.				15, 21, 22	
5. Apply appropriate tools and techniques of operations management in manufacturing and service environments to achieve competitive advantage.				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
Teaching Methods					

Lectures, Group discussions, Workshops, and Site visits.		
Assessment Methods		
In-course Assessments 30 %	Final Examination 70 %	Total: 100%
Recommended Reading		
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.		

