

2. Operations Management

1. Module Title	Operations Management	2. Module Code	
3. Academic Year, Semester, Module Status	2021-2022 Fall semester, Full-time		
4. Aims and Learning Outcomes	<p>Operations is the only area that concerns itself with actually making products or providing services – the ultimate purpose of business. The Operation Management module will provide students - future business leaders - with a good appreciation of all the main aspects of actions that can or need to be taken to ascertain business’s market survival, growth of top-line revenue and bottom-line profit.</p> <p>It is easy to confuse the plethora of buzzwords that are used in Operations such as Kaizen, Kanban, TQM, Lean, and Continuous Improvement to name a few. It is very common to think that they mean the same, and these terms are very often used interchangeably.</p> <p>It is paramount then to focus on business processes that allow for sustainable business performance, and both top-line and bottom-line improvements, as well as to focus on the key operational elements that drive the business and enable it to execute its strategy.</p>		
Knowledge	Effect Code		Assessment
	Subject	Field	
1. Knows the historical evolution of the development of operation management		K_W03	In-class Exams
2. Knows the different strategies related to operations management		K_W04	Research Project
Skills	Effect Code		Assessment
	Subject	Field	
1. Can apply the knowledge to selects the most appropriate strategy on the market		K_U02	Research Project
2. Can use the correct terminology related to the operations management		K_U17	In-class Exams
3. Can offer solutions to ensure sustainable performance of the enterprise		K_U04	Research Project
4. Can introduce innovations to the operation of an enterprise		K_U12	Research Project
Social Competencies	Effect Code		Assessment
	Subject	Field	
1. Can efficiently prove the necessity and priority of a certain task		K_K06	In-class Exams Research Project
2. Can critically assess the efficiency of a selected strategic plan		K_K03	In-class Exams Research Project
5. Module Coordinator	Name		E-mail
	mgr A. Mark Galanter		amgalanter@hotmail.com
6. Lecturer	Name		E-mail

	mgr A. Mark Galanter	amgalanter@hotmail.com
7. Module Level	Masters	Bachelors
		x
8. Year and Programme	Year	Programme
	2	BA in Management
9. Module Content		
#	Topics Discussed	Hours
Seminar		
1.	Operations Management Part 1: •Definitions •Historical background and evolution	2.5 h each topic
2.	Operations Management Part 2: •Strategy	30 h together
3.	Operations Management Part 3: • Production Systems	
4.	Operational Management Part 4: • Innovativeness• Product/Process design	
5.	Operations Management Part 5: •Quality Management	
6.	Operations Management Part 5: •Quality Management cont.	
7.	Operations Management Part 6: • Inventory Management	
8.	Operations Management Part 7: • Supply	
9.	Operations Management Part 8: • Maintenance Management	
10.	Operations Management Part 9: •Value Stream and Lean concept	
11.	Operations Management Part 9: • Value Stream and Lean concept cont.	
12.	Operations Management Part 10: •Human Resources Management • Business Social Responsibility	
Workshop		
1.	Part 1• Definitions •Historical background and evolution – workshop	1.25 h each topic
2.	Part 2• Strategy – case study	15 h together
3.	Part 3• Production Systems – workshop	
4.	Part 4• Innovativeness• Product/Process design – case study	
5.	Part 5•Quality Management – case studies	
6.	Part 5• Quality Management – case studies cont.	
7.	Part 6• Inventory Management – exercise	
8.	Part 7• Supply – exercise	
9.	Part 8• Maintenance Management – workshop	
10.	Part 9• Value Stream and Lean concept – exercise	
11.	Part 9• Value Stream and Lean concept – exercise cont.	
12.	Part 10 • Human Resources Management • Business Social Responsibility – case study	
<p>In addition, this workshop will also provide an opportunity for students to develop their personal practical capabilities. Owing to practical approach to teaching process students will develop analytical skills such as critical thinking, problem solving, and decision-making through business simulations and case studies.</p>		
10. Individual Student's Work		
#	Description	Hours
	Work on the research project	15

	Covering required readings	20
	Preparation for in-class exams	30
11. Assessment Methods	Two in-class exams (each worth 30%). Research project (40%).	
12. Assessment Criteria	In order to pass the course student should score at least grade 3.0 (50%) as the total grade for semester. Scoring translates into grades as follows: 50 - 59 points - grade 3 60 - 69 points - grade 3.5 70 - 79 points - grade 4 80 - 89 points - grade 4.5 90 - 98 points - grade 5 98-100 points - grade 5.5 In the case of exceptional student achievements, the lecturer can award a 5.5 grade with fewer points.	
13. ECTS Credits	5	
		Hours
		ECTS
	Contact Hours	
	Seminar	30
	Workshop	15
	Consultation	15
	Other Kind of Student's Activity	
	Individual Student's Work	65
	SUMM	125
		5
14. Required Readings	<p>“Operations Management: Strategy and Analysis”, 1998, Lee J. Krajewski, Larry P. Ritzman</p> <p>“Operations Management for Competitive Advantage” 1998 Richard B. Chase, F. Robert Jacobs, Nicholas J. Aquilano</p> <p>“The Discipline of Market Leaders” - Michael Treacy, Fred Wiersema, 1995, 1997 paperback, 2007 Kindle, 2014 e-edition Basic Books.</p>	
15. Recommended Readings	<p>“The Machine That Changed the World” James P. Womack, Daniel T. Jones, and Daniel Roos, 1995, revised edition 2007</p> <p>“The Goal – A Process of Ongoing Improvement” by Eliyahu M. Goldratt & Jeff Cox, 1984, multiple editions followed, most recent June 2014</p>	
16. Place where module is run	LU campus	
17. Other		