ADMS | Advanced Diploma in Management Studies Programme

Course Name	**: Operations Management**
Course Code	**: 64**
Basic Course / Optional Course / Compulsory Course	**: Basic Course**
QF Level	**: 4**
No. of QF Credit	**: 9**
Mode of Tuition	**: Sectional approach**
Class Contact Hours	**: 30 hours**

Brief Course Description

This course is designed to address the key operations and logistics issues in service and manufacturing organization that have strategic as well as tactical implications. The concepts and tools learnt from this course can apply to any industry.

Objective

The course is intended as an introduction to the field of operations management. It aims to develop students' knowledge of productive systems in manufacturing and service industries; as well as understanding of the problem-solving skills needed by operations managers, with the application of operations management techniques.

Course Intended Learning Outcomes (CILO)

Upon completion of the course, students should be able to:

CILO 1: describe the underlying principles of different productive systems in manufacturing and service industries;

CILO 2: apply the problem-solving skills as used by operations managers;

CILO 3: conceptualize, and define operations problems and formulate their solutions;

CILO 4: apply usefulness and limitations of Production and Operations Management theory;

CILO 5: apply the numerical and analytical skills to utilize operations management techniques to everyday business problems; and

CILO 6: describe the linkage between operations management and other business functions.

Measurement of Learning Outcomes

1. Individual assignment is used to evaluate students' ability to solve operations management application problems in business context.
   [CILO 2, 3, 4, 5]

2. Mid-term test is arranged to assess students' ability to handle quantitative problems by utilizing operations management techniques. [CILO 2, 3, 4, 5]

3. A final examination is arranged to assess students' knowledge, concepts of the subjects and analytical skills in solving operations management related questions. [CILO 1, 2, 3, 4, 5, 6]

Indicative Content

1. Introduction to Operations Management
   Business functions; operations management functions; management process productivity

2. Forecasting
   Judgmental forecasting; forecasting based on historical data; associative forecasts

3. System Design
   Capacity planning; product service choice; capacity requirements; developing and evaluating capacity alternatives;
   Location planning; regional factors; community considerations; evaluating location alternatives;
   Facilities layout; types of processing; basic layout types; designing process layout;
   Work systems design; job design; work measurement; compensations; aggregate planning.

4. Inventory Management and Scheduling
   Uneven demand; material management; demand analysis;
   MRP, MRP II; JIT;
   Scheduling;
   Project management; CPM;
   Resource analysis; allocation; smoothing;
   Quality management and its importance

Teaching Method / Class Activities

Lectures are used to introduce the topics. Class discussions and analytical questions are used to illustrate the application of operations principles and techniques and to facilitate students' learning.

Weighting of Assessments:

Individual Assignment	15%
Mid-Term Test	15%
Final Examination	70%
Total	100%

Textbook

Stevenson, W. & Chuong, Sum Chee, 2014. *Operations management.* 2nd ed. Singapore: McGraw-Hill Education.

NOTIONAL LEARNING HOURS (NLHs) AND QF CREDIT OF THE COURSE

		Learning outcomes	Contact hours (a)	Self-study hours (b)	Total hours (a+b)
Learning and teaching activity					
1	Lecture	CILO1,2,3,4, 5,6	28	56	84
2	Tutorial				
3	Practical work (laboratory, workshop, etc.)				
4	Online, distance and blended learning				
5	Internship / placement / fieldwork				
6	Others				
Assessment					
7	Exercise (individual assignment)	CILO 2,3,4,5	1	5	6
8	Project				
9	Test / examination / assessment activities	CILO 1,2,3,4,5,6	3		3
10	Others				
Total NLHs					93
QF credit = Total NLHs/10					9