

# Macao Polytechnic Institute

## School of Business

### Bachelor of Management

#### Module Outline

Academic Year 2021/2022 Semester 1

<b>Learning Module</b>	Operations Management	<b>Class Code</b>	MGMT3120-311		
<b>Pre-requisite(s)</b>	Nil				
<b>Medium of Instruction</b>	English			<b>Credit</b>	3
<b>Lecture Hours</b>	45 hrs	<b>Lab/Practice Hours</b>	0 hrs	<b>Total Hours</b>	45 hrs
<b>Instructor</b>	Prof. Victor Chan		<b>E-mail</b>	vkychan@ipm.edu.mo	
<b>Office</b>	Room M5-49, Meng Tak Building.		<b>Telephone</b>	8599-3322	

#### **Description**

This learning module considers the operations from a managerial perspective. Key performance measures of operations as well as important concepts for improving the performance of operations along these dimensions will be discussed. Emphasis will be placed on both familiarizations of various production processes and service systems, and to quantitative analysis of problems arising in the management of operations.

#### **Learning Outcomes**

After completing the learning module, students will be able to:

1. identify the significant role and contribution of operations in product and service organizations,
2. explain the relationship between operations and the other functional areas of organizations,
3. use key qualitative and quantitative techniques in operations management,
4. apply appropriate operations management solutions to problems in a variety of organizational situations,
5. evaluate risks in an operational context,
6. assess operations challenges in a global environment and
7. apply operations management techniques to real-world enterprises.

## **Alignment of Programme and Module Intended Learning Outcomes**

<b>Programme Intended Learning Outcomes</b>	<b>MILOs</b>
1. Integrate contemporary management theories and business disciplines relevant to general business practices.	MILOs 1, 2
2. Apply critical thinking and logical analysis skills and techniques to resolve management issues.	MILOs 3, 4, 5, 7
3. Utilize appropriate written and spoken forms to communicate effectively and professionally with stakeholders in various cultural environments.	-
4. Demonstrate leadership in a team and respecting the rights of others irrespective of their cultural background, race or gender in order to solve unpredictable problems in the field.	-
5. With the help of mathematical and statistical skills, utilize the latest empirical findings and academic studies to support the recommendation of business projects or reports.	MILOs 3, 4, 5, 7
6. Recommend an appropriate course of action by ethically examining economic, environmental, political, legal and regulatory contexts of global business practices.	MILO 6
7. Interpret and utilize management information or business software for internal control, planning, performance evaluation and coordination to improve efficiency and effectiveness in the business process.	MILOs 3, 4, 5, 7

### **Content\***

1. Operations and Productivity (4.5 hours)
2. Operations Strategy in a Global Environment (4.5 hours)
3. Forecasting (4.5 hours)
4. Design of Goods and Services (3 hours)
5. Process Strategy (3 hours)
6. Capacity and Constraint Management (4.5 hours)
7. Midterm Assignment (1.5 hours)
8. Location Strategies (3 hours)
9. Layout Strategies (3 hours)
10. Human Resources, Job Design, and Work Measurement (6 hours)
11. Inventory Management (4.5 hours)

## 12. Final Examination (3 hours)

\* Subject to change depending on the progress.

### Teaching Method

They basically include lectures, assignments, case study and group discussion.

Specifically, they are detailed as in the following:

TM1: Fundamental operations management theories and concepts are delivered primarily through class lectures with the aid of multimedia instructional materials.

TM2: Group discussion is part of the class activities during which teamwork will be encouraged. Case studies will be discussed to help students understand and relate theories and concepts learned in class to the real world globally.

TM3: Students are supposed to preview class materials before each class as they will be asked to work on class exercises.

TM4: Students will be asked to complete a group assignment, thus allowing a learning opportunity for them to work as a team and be effective communicators.

Below is the mapping between the TMs and the MILOs:

TM	MILOs
TM1	MILOs 1, 2, 3, 4, 5, 6
TM2	MILOs 2, 3, 4, 5, 6
TM3	MILOs 1, 2, 3, 4, 5, 6
TM4	MILOs 3, 4, 5, 7

### Attendance

Attendance requirements are governed by the “Academic Regulations Governing Bachelor’s Degree Programmes of Macao Polytechnic Institute”.

### Assessment

This learning module is graded on a 100 point scale, with 100 being the highest possible score and 50 being the passing score.

	Item	Description	Percentage
1.	Mid-term Assignment	A comprehensive assignment on the topics then so far covered in class	30%
2.	Group Assignment	A case assignment	30%
3.	Examination	A comprehensive examination	40%

**Total Percentage:** 100%

## **Plagiarism Policy**

It is a student's responsibility to ensure that his/her assignment has been checked by the *Turnitin* software, and the similarity score given by the *Turnitin* software cannot be higher than 30%. However, a special case can be determined by the instructor.

## **Teaching Material(s)**

### **Textbook(s)**

J. Heizer, B. Render and C. Munson, 2020, Principles of Operations Management: Sustainability and Supply Chain Management, 11th ed., Pearson.

## **Reference**

### **Reference book(s)**

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### **Website(s)**

<https://www.pearson.com/us/higher-education/program/Heizer-My-Lab-Operations-Management-with-Pearson-e-Text-Access-Card-for-Principles-of-Operations-Mangement-Sustainability-and-Supply-Chain-Management-11th-Edition/PGM2569069.html>

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