

MID-WESTERN UNIVERSITY, FACULTY OF MANAGEMENT  
 MASTER IN BUSINESS ADMINISTRATION (MBA), SYLLABUS 2072 (2016)

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<b>Course Title</b>		<b>Production and Operation Management</b>
<b>Course Code Number</b>		<b>MGT 532</b>
<b>Credit Hours</b>		<b>03</b>
<b>Year: II</b>		<b>Semester: III</b>
<b>Course Objectives:</b>		
<b>Main Objective</b>		This course aims to examine the different functional area of production and operation management of product and service industry. Topics include Operation Strategy and Context, Product Design and Process Selection, Design of Facilities and Designing and Managing Supply Chain are the integral part of the course.
<b>Enabling Objectives</b>		After the completion of this course, the students will be able to: <ul style="list-style-type: none"> <li>• Understand different functional area of management and explore its links with other key equally important areas of the firm.</li> <li>• Impart the process management that transforms inputs-- human resources, capital, material, and energy into outputs such as finished goods and services.</li> <li>• Identify knowledge required in Operation Strategy and Product design to compete based on quality, time, productivity, and differentiation.</li> </ul>
<b>Learning Unit (LU)</b>	<b>Learning Hours (LH)</b>	<b>Contents</b>
LU1	12	<b>Operations Strategy and context</b> <i>Introduction to Operations Management: 10 OM Strategic Decisions, OM Challenges, Goods and Services, Productivity and its measurement Operations Strategy and competitive advantage, 10 OM Strategic Decisions</i>
LU 2	12	<b>Product Design and Process Selection</b> Process Analysis: Define Product and Services, Design of Goods and Services, Quality: Management and Control, TQM in Manufacturing and services, TQM tools, Statistical Quality Control, Process strategy & capacity planning, BEP, Numerical; Case: Morton Salt
LU 3	10	<b>Design of Facilities</b> Location Strategies, Layout Strategies
LU 4	14	<b>Designing and managing Supply chain</b> Supply Chain Management, Inventory Management, (for independent demand), Aggregate Planning, Material Requirement planning, Operations Scheduling, Work centers; Job sequencing; Priority rules, JIT and Lean Operations, Characteristics; The Kanban system, JIT in services, Project

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		Management, Use of PERT/CPM, Project completion time, Project crashing
<b>References</b>		<ol style="list-style-type: none"><li>1. Operations Management (Flexible Version) 8th edition J. Heizer, Barry Render</li><li>2. Successful Service Operations Management 2<sup>nd</sup> edition, Metters, Pullman, Waltons</li><li>3. Operations Management, Mc Graw Hill, Irwin, Stevenson, William J.</li><li>4. Operations Management 4 th edition 2003 – Russel&amp; Taylor</li><li>5. Operations Management – Strategy and Analysis – 6<sup>th</sup> edition above – Krajawski and Ritzman</li><li>6. Operations Management- Decision making in operations functions – Roger G Schroeder</li><li>7. Operations Management for Competitive Advantages – 10<sup>th</sup> edition- Chase, Jacob, Aquilino</li></ol>

Net Contact Hour is 48 excluding the exams and tests.

Evaluation Module: 50 percent will be assessed through the internal evaluation and 50 percent will be assessed through end semester examination