

Enquire Teaching Timetable

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Course Outcome

DSME 2030 - Operations Management

Learning Outcome

Upon completion of this course, students will be able to:

1. Understand the roles that Operations Management (OM) plays in a business. Integration of Operations decisions with Marketing and Finance decisions is critical. Students will understand how Operations contributes to the success of the firm;
2. Understand the goals and objectives of OM. We will discuss key decisions and trade-offs involved in effectively managing manufacturing and service operations.
3. Speak the language of OM. Students will be exposed to many special terms and concepts unique to OM;
4. Learn OM techniques that are essential to products/services design, operations process design, management and improvement.

Course Syllabus

- Operations Strategy and Competitiveness
- Process Management (Types of Processes, Manufacturing Processes vs. Service Processes, etc.)
- Project management
- Quality Management (Six Sigma, etc.)
- Inventory Management (EOQ, Safety Stock, etc.)
- Distribution, Logistics, and ERP system

Assessment Type

	Assessment Type	Current Percent
1	Essay test or exam	0
2	Others	0

Feedback for Evaluation

CTE by end of the term

Required Readings

Jacobs, and Chase, Operations and Supply Management – The Core, 2st Edition, Irwin/ McGraw Hill, 2010.

Recommended Readings

1. Chase, Jacobs, Aquilano, Operations Management for Competitive Advantage, 11th Edition, McGraw-Hill Irwin, 2006
2. Slack, Chambers, Johnston, Operations Management, Prentice Hall, 4th Edition, 2004
3. Krajewski, Ritzman, Operations Management, processes and Value Chains, Pearson Prentice Hall, 7th Edition, 2005
4. Keizer, Render, Operations Management, Person International Edition, 8th Edition, 2006