

Institute of Administrative Sciences
Faculty of Business, Economics, and Administrative Sciences
University of the Punjab, Lahore
Course Outline



Programme	BS Management	Course Code	MGT-305	Credit Hours	3
Course Title	Operations Management				
Course Introduction					
<p>Operations management is the process that generally plans, controls and supervises manufacturing and production processes and service delivery. Operations management involves overseeing business activities to attain objectives, enhance productivity, and optimize profitability. It means planning, organizing, and supervising operations, manufacturing and production processes, and delivering services throughout a product's life cycle. Managing the entire production cycle should ensure the creation of high-quality products or services to meet customer needs. In short, Operations management is an important branch of management which ensures business success and profitability, and this course is designed to equip students with latest operations related concepts and techniques.</p>					
Learning Outcomes					
<p>On completion of this course, the students will be able to:</p> <ol style="list-style-type: none"> 1. Understand the administration of business practices to create the highest level of efficiency possible within an organization. 2. Build the theoretical ideas of converting materials and labor into goods and services as efficiently as possible to maximize the profit of an organization. 3. Develop theoretical ideas as to how operations management teams attempt to balance costs with revenue to achieve the highest net operating profit possible. 					
Course Content				Assignments/Readings	
Week 1	Unit-1 Introduction 1.1 Introduction to operations management 1.2 Competitiveness, strategy and productivity				
Week 2	Unit-2 Operations Management Models 2.2 Forecasting 2.3 Decision Making 2.4 Transportation models 2.5 Waiting lines models 2.6 Learning curves				
Week 3	Unit-3 System Design 3.1 Product and Service Design: Reliability 3.2 Strategic Capacity Planning for Products and Services: Decision Theory 3.3 Process Selection and Facility Layout: Linear Programming			Assignment 1	

	3.4 Design of work systems: Learning Curves	
Week 4	Unit 3: 3.5 Location Planning and Analysis: The Transportation Model	Quiz 1
Week 5	Unit-4 Quality 4.1 Management of Quality 4.2 Quality Control: Acceptance Sampling	
Week 6	Unit-5 Inventory Management and Scheduling 5.1 Inventory Management 5.2 Aggregate Planning	Assignment 2
Week 7	Unit-5 5.3 MRP and ERP 5.4 JIT and Lean Operations: Maintenance	Quiz 2
Week 8	5.5. Scheduling	
Week 9	Unit-6 Supply Chain Management 6.1 Supply Chain Strategies	
Week 10	6.2 Vendor selection, Internet purchasing, Supplier quality and reliability	
Week 11	6.3 Benchmarking 6.4 Types of Facilities and location analysis techniques 6.5 Transportation and distribution system	Assignment 3
Week 12	Unit-7 Project Management 7.1 Waiting Lines and Simulations	Quiz 3
Week 13	Unit-8 Layout Strategy 8.1 Basics layouts 8.2 Designing process layouts 8.3 Designing product layouts	
Week 14	8.4 Warehousing and storage layouts 8.5 Assembly line balancing 8.6 Hybrid layouts	Assignment 4
Week 15	Seminar on Operation Management	Quiz 4
	Industrial visit of Operations	
Week 16	Presentations	
	Final Exams	

Textbooks and Reading Material

- Heizer, J., Render, B., & Munson, C. (2008). Operations management. Prentice-Hall.
- Heizer, J., Render, B., & Munson, C. (2014). Operations management sustainability and supply chain management (11 ed.). Pearson.
- Meredith, J. R., & Shafer, S. M. (2002). Operations management for MBAs. John Wiley & Sons. Inc.
- Russell, R. S., & Taylor, B. W. (2014). Operations and supply chain management. John Wiley & Sons.
- Stevenson, W. J. (2018). Operations management (12th ed.). McGraw-Hill Education.

Sr. No.	Elements	Weightage	Details
1.	Midterm Assessment	35%	Written Assessment at the mid-point of the semester.
2.	Formative Assessment	25%	Continuous assessment includes: Classroom participation, assignments, presentations, viva voce, attitude and behavior, hands-on-activities, short tests, projects, practical, reflections, readings, quizzes etc.
3.	Final Assessment	40%	Written Examination at the end of the semester. It is mostly in the form of a test, but owing to the nature of the course the teacher may assess their students based on term paper, research proposal development, field work and report writing etc.