

## Operations Management (F000242)

Course size (nominal values; actual values may depend on programme)

Credits 6.0 Study time 180 h Contact hrs 60.0 h

Course offerings and teaching methods in academic year 2018-2019

A (semester 1)	English	lecture	35.0 h
		seminar: coached	22.5 h
		exercises	
		group work	2.5 h

Lecturers in academic year 2018-2019

Limère, Veronique EB24 lecturer-in-charge

Offered in the following programmes in 2018-2019

	crdts	offering
<a href="#">Bachelor of Science in Economics</a>	6	A
<a href="#">Bachelor of Science in Business Engineering</a>	6	A
<a href="#">Master of Science in Economics</a>	6	A
<a href="#">Exchange programme in Economics and Business Administration</a>	6	A
<a href="#">Preparatory Course Master of Science in Business Engineering</a>	6	A
<a href="#">Preparatory Course Master of Science in Business Engineering</a>	6	A

Teaching languages

English

Keywords

operations management; production scheduling and control; logistics; supply chain management; production of goods and services

Position of the course

This course aims to give students an introductory insight in the operations function and in its management in manufacturing and service sectors. The tasks and responsibilities of operations management are explained, and theoretical concepts are introduced. A number of analytical decision support methods are taught.

Contents

- Tasks and responsibilities of operations management for organizations in manufacturing as well as service sectors
- Process and method analysis
- Inventory management
- Forecasting
- MRP
- JIT
- Planning and scheduling
- Introduction to supply chain management
- Introduction queuing theory
- Lean Manufacturing

Initial competences

Production Technology (first year bachelor).

Final competences

- 1 Understand the strategic importance and complexity of operations management.
- 2 Understand the theoretical concepts of operations management taught.
- 3 Apply the taught concepts of operations management to problems.

4 Understand the operations management techniques taught.

5 Apply the taught operations management techniques to problems

#### Conditions for credit contract

Access to this course unit via a credit contract is determined after successful competences assessment

#### Conditions for exam contract

This course unit cannot be taken via an exam contract

#### Teaching methods

Group work, lecture, seminar: coached exercises

#### Learning materials and price

S. Nahmias and T.L. Olsen, "Production and Operations Analysis", 7th edition, Waveland Press 2015  
Slides (and any other course material) available on Minerva.  
Estimated total cost: 85 Euro

#### References

W.J. Stevenson, "Operations Management" 13th Edition, McGraw-Hill 2018  
F.R. Jacobs and R.B. Chase, "Operations and Supply Chain Management" 15th Edition, McGraw-Hill 2018  
D.J. Bowersox, D.J. Closs, M.B. Cooper and J.C. Bowersox, "Supply Chain Logistics Management" 4th Edition, McGraw-Hill 2013  
J. Heizer and B. Render, "Operations Management" 10th Edition, Pearson 2011.

#### Course content-related study coaching

- The student can contact the lecturer-in-charge during the breaks and after each class, to ask questions.
- Example exercises with solutions are discussed in the lectures.
- For the peer teaching assignment, students get prior feedback
- Interactive support using Minerva (forum).
- Individual appointments with the instructor: contact by email.

#### Evaluation methods

end-of-term evaluation and continuous assessment

#### Examination methods in case of periodic evaluation during the first examination period

Written examination

#### Examination methods in case of periodic evaluation during the second examination period

Written examination

#### Examination methods in case of permanent evaluation

Assignment

#### Possibilities of retake in case of permanent evaluation

examination during the second examination period is not possible

#### Extra information on the examination methods

The students are evaluated on the basis of:

- Continuous assessment (10%):
  - teamwork: students have to prepare an exercise session with a presentation for their fellow students
- End-of-term assessment(90%):
  - written exam
  - closed book
  - a formula sheet will be provided

#### Calculation of the examination mark

Combination of continuous assessment (teamwork, i.e. 10% of the final grade) and end-of-term assessment (written exam, i.e. 90% of the final grade).  
The student must take part in both components (continuous and end-of-term assessment) in order to succeed for the course. If the student does not take part in the continuous assessment, it is not possible to succeed for the course anymore. If the weighted average would be more than 10/20, it will be reduced to the highest unsuccessful grade (9/20).