

Name of Institute: Indus Institute of Management Studies (IIMS)

Name of Faculty: Dr. Tejal Shah

Course code: IMB0306

Course name: Operations Management

Pre-requisites: H.S.C

Credit points: 4 Credits

Offered Semester: III

Course Lecturer (weeks 01 – 12)

Full name: Dr. Tejal Shah

Department with siting location: Management

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Consultation times: 2.00 PM to 4.00 PM

Students will be contacted throughout the Session via Mail with important information relating to this Course.

Course Objectives

- To acquaint the students with decision making in Planning, scheduling and control operation functions in both manufacturing and services;
- Effective and efficient flow, replenishment and control of materials with reference to an organization

Course Outcomes (CO)

On successful completion of this course students will be able to:

1. To familiarize the students with the concepts of operations management systems.
2. To drive the concepts of Operations Management such as Inventor management, Project management, Supply Chain Management, Total Quality Management for effective utilization of resources and meeting the customer expectations.
3. To understand the Operations strategies for ensuring competitiveness and being globally competitive.
4. Able to recognize different practices for handling and allocation of resources.
5. Able to linkage and understand the importance of operations research and operations management tools for improving the efficiency of the organization.
6. Able to evaluate different project management techniques such as PERT and CPM for smooth operations of the project.

Course Outline

Unit-I

Introduction to the field, Product and service design, process analysis, manufacturing processes, facility layout, service processes, logistics and facility location, Demand management and forecasting, inventory control methods/models

Unit-II

Material requirements planning, aggregate sales and operations planning. Project management and operations scheduling (Gantt chart, CPM and PERT methods), Project crashing

Unit-III

Waiting line analysis, Operation strategy, Supply chain strategy, , Six-sigma Quality, process capability and SPC, Lean manufacturing systems, TQM, ISO 9000 and other ISO series

Unit-IV

Operation Management Tools: Introduction to Linear Programming Problems - Two Variable LPP Model, Graphical LPP Model, Introduction to Simplex Method, Duality Problem- Primal Dual Relationships Economic Interpretation of Dual Variables, Queuing Theory

Method of delivery

Lectures, PPT, case studies, experiential exercises, Active Learning Techniques.

Study time

Four hours per week

CO-PO Mapping (PO: Program Outcomes)

	PO1	PO2	PO3	PO4	PO5	PO6
CO 1	3	-	2	1	-	-
CO 2	3	2	2	1	1	-
CO 3	3	1	3	3	1	1
CO 4	3	1	3	2	-	1
CO 5	3	1	3	2	-	1
CO 6	3	1	3	2	-	1

Blooms Taxonomy and Knowledge retention(For reference)

(Blooms taxonomy has been given for reference)

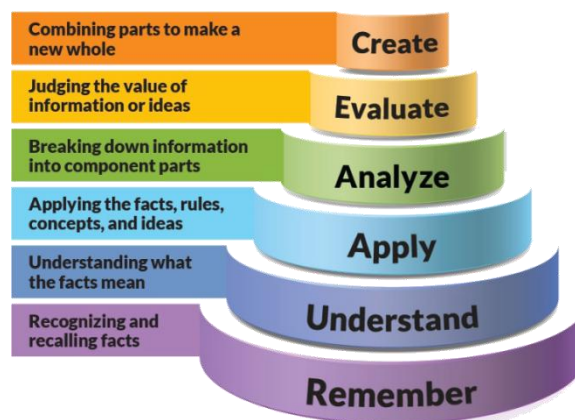


Figure 1: Blooms Taxonomy

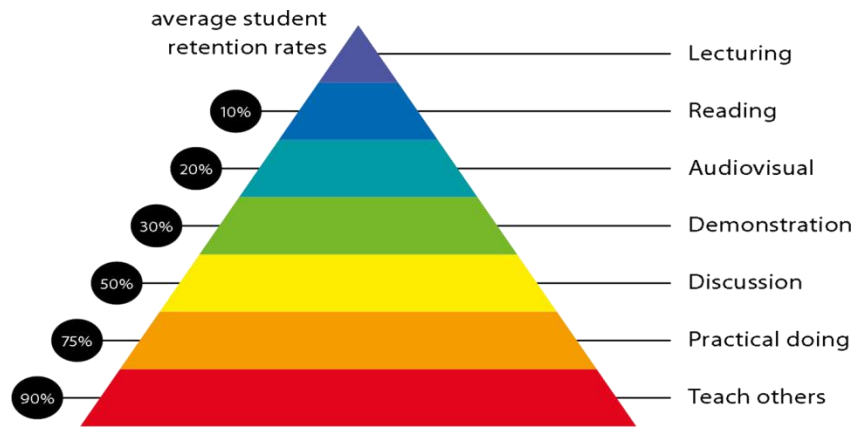


Figure 2: Knowledge retention

Graduate Qualities and Capabilities covered

(Qualities graduates harness crediting this Course)

General Graduate Qualities	Specific Department of _____ Graduate Capabilities
<p>Informed</p> <p>Have a sound knowledge of an area of study or profession and understand its current issues, locally and internationally. Know how to apply this knowledge. Understand how an area of study has developed and how it relates to other areas.</p>	<p>1 Professional knowledge, grounding & awareness</p>
<p>Independent learners</p> <p>Engage with new ideas and ways of thinking and critically analyze issues. Seek to extend knowledge through ongoing research, enquiry and reflection. Find and evaluate information, using a variety of sources and technologies. Acknowledge the work and ideas of others.</p>	<p>2 Information literacy, gathering & processing</p>
<p>Problem solvers</p> <p>Take on challenges and opportunities. Apply creative, logical and critical thinking skills to</p>	<p>3 Problem solving skills</p>

respond effectively. Make and implement decisions. Be flexible, thorough, innovative and aim for high standards.	
Effective communicators Articulate ideas and convey them effectively using a range of media. Work collaboratively and engage with people in different settings. Recognize how culture can shape communication.	4 Written communication
	5 Oral communication
	6 Teamwork
Responsible Understand how decisions can affect others and make ethically informed choices. Appreciate and respect diversity. Act with integrity as part of local, national, global and professional communities.	7 Sustainability, societal & environmental impact

Practical work:

1. ASSIGNMENT -1 Theory questions from unit 1,2 and 3
2. ASSIGNMENT -2 Practical Problems from unit 1,2 and 4

Lecture/tutorial times (As per time table)

Attendance Requirements

The University norms states that it is the responsibility of students to attend all lectures, tutorials, seminars and practical work as stipulated in the Course outline. Minimum attendance requirement as per university norms is compulsory for being eligible for mid and end semester examinations.

Details of referencing system to be used in written work

Text books

1. Operations Management for Competitive Advantage by Chase R. B., Jacobs, F. R., Aquilano, N.J. and Agarwal N. K. Tata McGraw- Hill

2. Operations Management Along the Supply Chain

Russell, Roberta S. and Taylor, Bernard W John John Wiley and Sons (Wiley India) Additional Materials (Reference Books)

Reference Books:

1. Production and Operation Management by Kanishka Bedi Oxford University press
2. Production and Operation Management by S. A. Chunawala, Dr. Patel Himalaya Publications
3. Production and Operations Management by K. Aswathappa and K. Shridhara Bhat
4. Introduction to Operational Research, Hiller and Lieberman
5. Operations Research, Hamdy Taha
6. Operations Research, Anand Sharma
7. Operations Research, Sharma J K

ASSESSMENT GUIDELINES

Your final course mark will be calculated from the following:

Assignment & Attendance	10 Marks
Class Test	10 Marks
Mid semester	40 Marks
Final exam (<i>closed book</i>)	40 Marks

SUPPLEMENTARY ASSESSMENT

Students who receive an overall mark less than 40% in mid semester or end semester will be considered for supplementary assessment in the respective components (i.e mid semester or end semester) of semester concerned. Students must make themselves available during the supplementary examination period to take up the respective components (mid semester or end semester) and need to obtain the required minimum 40% marks to clear the concerned components.

Practical Work Report/Laboratory Report:

A report on the practical work is due the subsequent week after completion of the class by each group.

Late Work

Late assignments will not be accepted without supporting documentation. Late submission of the reports will result in a deduction of -% of the maximum mark per calendar day

Format

All assignments must be presented in a neat, legible format with all information sources correctly referenced. **Assignment material handed in throughout the session that is not neat and legible will not be marked and will be returned to the student.**

Retention of Written Work

Written assessment work will be retained by the Course coordinator/lecturer for two weeks after marking to be collected by the students.

University and Faculty Policies

Students should make themselves aware of the University and/or Faculty Policies regarding plagiarism, special consideration, supplementary examinations and other educational issues and student matters.

Plagiarism - Plagiarism is not acceptable and may result in the imposition of severe penalties. Plagiarism is the use of another person's work, or idea, as if it is his or her own - if you have any doubts at all on what constitutes plagiarism, please consult your Course coordinator or lecturer. Plagiarism will be penalized severely.

Do not copy the work of other students.

Do not share your work with other students (except where required for a group activity or assessment)

Course schedule (subject to change)

(Mention quiz, assignment submission, breaks etc as well in the table under the Teaching Learning Activity Column)

Week #	Topic & contents	CO Addressed	Teaching Learning Activity (TLA)
Weeks 1	Introduction to the field, Product and service design, process analysis, manufacturing processes	CO1 & CO2	Lecture
Weeks 2	facility layout, service processes, logistics and facility location, Demand management and forecasting, inventory control methods/models	CO1, CO2 & CO4	Lecture
Week 3	Material requirements planning, aggregate sales and operations planning.	CO1, CO2 & CO3	Lecture
Week 4	Project management and operations scheduling (Gantt chart, CPM and PERT methods)	CO2, CO5 & CO6	Lecture
Week 5	Project crashing, Waiting line analysis, Operation strategy,	CO2 & CO3	Lecture
Week 6	Supply chain strategy, , Six-sigma Quality,	CO2, CO3 & CO4	Lecture
Week 7	process capability and SPC, Lean manufacturing systems,	CO2 & CO5	Lecture
Week 8	TQM, ISO 9000 and other ISO series	CO2	Lecture
Week 9	Introduction to Linear Programming Problems - Two Variable LPP Model,	CO5	Lecture

Week 10	Graphical LPP Model	CO4& CO5	Lecture
Week 11	Mid Term	N.A	N.A
Week 12	GraphicalLPP Model_Special cases	CO4& CO5	Lecture
Week 13	Introduction to Simplex Method Duality Problem- Primal Dual Relationship	CO5	Lecture
Week 14	Economic Interpretation of Dual Variables Queuing Theory	CO3& CO5	Lecture
Week 15	Practical problems_Queuing Theory	CO1 & CO5	Lecture