**Kuwait University**

**College of Business Administration**

**Master of Business Administration Program**

Course Syllabus

QMIS 210 – Operations Management

Dr. Mohammad Ghuloum

# Lecture Time and Location

**QMIS 210 / 02A** :Sun Tue Thu, 1:00 PM – 1:50 PM, Room 301

**QMIS 210 / 56**:Mon Wed, 2:00 PM – 3:15 PM, Lab 2

# Contact Information

**Location** :QMIS Department – 2nd Floor – Office No. 39

**Email**: mghuloum@cba.edu.kw

**Office**: 24986143

**Office Hours**: Sun Wed, 3:00 PM – 4:30 PM or by email appointment

**Social Media**: Twitter (@CBA\_QMIS210)

# Teaching Assistant

**Name**: Ms. Dalal Albanwan

**Location**:QMIS Department – 2nd Floor – Office No. 41

**Email:** d.albanwan@gmail.com

**Office Hours**:Mon 2:00 PM – 3:00 PM

**Tutorial**:Sun 12:00 PM – 12:50 PM, Room 311

Mon 12:30 PM – 1:45 PM, Room 313

# Course Description

Operations management is concerned with the way organizations work to produce goods and services. This course provides an overview of operating decisions and practices in both manufacturing and service settings. The aim of this class is not to cover a particular practice in depth, but rather to provide the basics necessary to communicate with operations specialists. This is a general business core class required for all College of Business Administration students.

Operations reside at the technological core of a business. It is where inputs are transformed into outputs, in the form of goods and services, using human and financial resources. The central issue of this course is on how operations are managed. This course is designed to familiarize students with the essentials of the operations function in a business. Operations management activities are diverse. Planning, acquiring, and controlling resources, scheduling jobs, pricing products and services, maintaining and repairing assets is just are just a few examples of the operations management functions. The course will introduce the student to many of those functions.

# Course Learning Objectives (CLOs)

Upon successful completion of the course, students will be able to:

1. Articulate the general concepts of operations management and supply chain management
2. Describe the operations management functions
3. Identify operations management issues, problems, and trends faced by managers nowadays
4. Acquire a set of quantitative and qualitative tools to enhance decision making

# CLO Mapping to CBA Skill Based Competency Goals[[1]](#footnote-2)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| CLO | Competency Goal | | | | |
| Decision Making | Leadership | Ethical Reasoning | Communication |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 | R |  |  |  |
| 4 |  | I | A |  |

# Type of Emphases:

* **(I)ntroduce:** Students will be introduced to the skill and their grasp of it assessed in the course.
* **(A)pply:** The course will not cover the skill. Students should have a high-level grasp of the skill and are required to apply it in the course.
* **(R)einforce:** Students should have an introductory-level grasp of the skill and the course will improve their mastery to a higher level.

# Required Material

**Textbook**: R. Dan Reid and Nada R. Sanders, Operations Management: An Integrated Approach 5th Edition (International Student Edition), Wiley & Sons, New Jersey 2013. ISBN 978-118-32363-2

**Additional Material**: Other material is available on Blackboard

**E-Learning System**: Blackboard Learning Management System

**Course Website** : http://bb.kuniv.edu

# Course Requirements and Policies

* **Individual Assignments:** There are total 6 individual assignments. These individual assignments need to be submitted through **Blackboard** by **9:00 AM** on the due days. Late submission is accepted within 32 hours after the due time (5:00 PM on the next day) with a **25% loss of points**.
* **In-Class Tests:** There are total 6 in-class tests. These tests are scheduled on the due dates of the respective assignments and should be on the exact same material.
* **Participation:** The quality of our classroom discussions in large part depends on you and your preparation for class. Participation should include, among other things, (1) presenting case facts, (2) defining the problem, (3) exploring different alternatives, (4) persuasive, thoughtful, integrated analysis supported by the data given in the case, (5) Implementation plan for proposed actions. "Air time" is not nearly as important as meaningful analysis and recommendations supported by data. Remember, for most of these cases, there is no right or wrong answer.
* **Class Preparation – Readings, Videos, and Online Quizzes:** It is very important that students are prepared for each class period. For each class there will be a required reading (case or chapter course pack) or video. To ensure comprehension, a short, 15-minute quiz on the reading or video will need to be completed on **Blackboard** prior to **9:00 AM** **each class day**.
* **Attendance and Participation:** Every student in this course must abide by the Kuwait University Policy on Attendance (published in the Student Guide, Chapter 3, Section 13). A copy of the student guide can be accessed online on:

http://www.kuniv.edu/cs/groups/ku/documents/ku\_content/kuw055940.pdf

* This course has a significant seminar component and class participation is critical to the learning experience. Participation will be assessed in each class period. Your class participation and attendance will both contribute to your score of in-class performance.
* **Cheating and Plagiarism:** Every student in this course must abide by the Kuwait University Policy on Cheating and Plagiarism (published in the Student Guide, Chapter 3, Section 2). A copy of the student guide can be accessed online on:

http://www.kuniv.edu/cs/groups/ku/documents/ku\_content/kuw055940.pdf

Please carefully note all sources and assistance when you turn in your work. Under no circumstances should you take credit for work that is not yours. You should neither receive nor give any unauthorized assistance on any deliverable. If you have any questions about what constitutes “unauthorized assistance” please email me before the deliverable is submitted.

* **Writing Style:** Students must refer to MLA writing style for their assignments and report writing. Refer to the English Language Center for help.

# Grading

The scores in this course will be the weighted average of the following items:

|  |  |
| --- | --- |
| Weight | Description |
| 10% | Attendance and Participation |
| 8% | Online Quizzes |
| 24% | In-Class Tests (6 tests x 4 points per test) |
| 18% | Individual Assignments (6 assignments x 3 points per assignment) |
| 40% | Final Exam |
| 100% | TOTAL |

# Grade Distribution

|  |  |
| --- | --- |
| Grade | Range |
| A | ≥ 95 |
| A- | ≥ 90 and < 95 |
| B+ | ≥ 87 and < 90 |
| B | ≥ 83 and < 87 |
| B- | ≥ 80 and < 83 |
| C+ | ≥ 77 and < 80 |
| C | ≥ 73 and < 77 |
| C- | ≥ 70 and < 73 |
| D+ | ≥ 65 and < 70 |
| D | ≥ 60 and < 65 |
| F | < 60 |

# Course Outline

|  |  |  |
| --- | --- | --- |
| Title | Topics | Weeks |
| Introduction to Operations Management | What is operations Management? · The difference between manufacturing and service organizations · Today’s OM environment · Operations management in practice | Week 1-2 |
| Operations Strategy and Competitiveness | The role of operations strategy · Developing a business strategy · Developing an operations strategy · Productivity | Week 3 |
| Product Design and Process Selection | Product design · The product design process · Product Lifecycle · Process selection | Week 4 |
| Supply Chain Management | What is a supply chain? · Components of a supply chain · The bullwhip effect · Sourcing issues · Supply chain distribution · Supply chain performance metrics | Week 5 |
| Total Quality Management | Defining quality · Cost of quality · The evolution of total quality management · The philosophy of total quality management · Quality awards and standards | Week 6-8 |
| Capacity and Location Planning | Capacity planning · Making capacity planning decisions · Develop capacity alternatives · Capacity planning and facility location | Week 9 |
| Facility Layout | What is layout planning? · Types of layouts · Designing product layout | Week 10 |
| Inventory Management | Types of inventory · How companies use their inventory · Objectives of inventory management · Relevant inventory costs · ABC inventory classification · Inventory record accuracy · Determining order quantities | Week 11-13 |
| Project Management | Project lifecycle · Network planning techniques · Reducing project completion time | Week 14 |

# Important Dates

|  |  |
| --- | --- |
| Date | Event |
| 6/3/2019 | Last day to drop a course |
| 18/3/2019 | Midterm exam |
| 5/5/2019 | Midterm 2 |
| 18/5/2019 | Last day of classes |
| 22/5/2019 | Final Exam (2 PM) |

**Master of Business Administration (MBA) Competency Goals:**

1. **Decision-Making Skills:**Our students will demonstrate advanced data-driven decision-making skills and supported by advanced analytical skills:

**Student Learning Objectives:**

2.1. Apply advanced quantitative and qualitative methods to solve business problems.

2.2. Recognize the implications of business decisions, evaluate different proposals based on available facts, and make well-supported business decisions.

**Leadership Skills:**Our students will demonstrate the ability to incorporate appropriate leadership styles in pursuit of strategic goals.

1. **Student Learning Objectives:**

3.1. Analyze different leadership styles and assess the effectiveness of other leaders.

3.2. Demonstrate knowledge of relevant leadership situational factors.

1. **Ethical Reasoning Skills:** Our students will be ethically conscious business leaders.

**Student Learning Objectives:**

1. Evaluate business decisions within an ethical framework.

1. **Communication Skills:**Our students will demonstrate advanced communication skills in a variety of business settings.

**Student Learning Objectives:**

5.1. Deliver clear, concise, and persuasive presentations.

5.2 Write clear, concise, and persuasive business documents.

1. CBA Competency Goals can be found at the end of this document [↑](#footnote-ref-2)