



Kuwait University
College of Business Administration
Information Systems & Operations Management Department



Course Syllabus

Fall 2023, Yousef Abdulsalam
ISOM 532 – Technology & Operations Management

Class Time: Mondays 5:00pm-6:15pm | 20-minute break | 6:35pm-7:50pm

Email/Teams : y.abdulsalam@ku.edu.kw

Office : 2nd Floor, ISOM Department, Room A-2-1005

Office Hours : Monday's 3:30 – 4:30 pm or by appointment

Textbook : Reid, R., Sanders, N., 2007. **Operations Management: An Integrated Approach, 5 Edition.** ed. Wiley, Hoboken, N.J.

Course Website: Microsoft Teams

Course Description:

This course introduces students to a wide range of topics in the field of Operations & Supply Chain Management, including purchasing, logistics, production, quality management, project management, strategy, etc. The course also intends to demonstrate the interaction between Operations and other business functions such as Marketing, Accounting, MIS, etc.

Course Learning Outcomes:

The learning outcomes for this course, listed below, relate to the learning goals of the College of Business Administration MBA Program, which can be found in the appendix at the end of this syllabus.

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

- CLO1. Understand the role and components of Operations Management in a business context and recognize OM models and frameworks that guide decision-making.
 - CLO2. Understand the role of quantitative methods to aid decision-making and recognize the appropriate methods for different problems.
 - CLO3. Think critically and in a structured manner about the processes, services and products, considering their sub-components and supply chain implications.
 - CLO4. Communicate concepts in a professional setting, raise important questions, and provide intelligent assumptions and suggestions when there is no clear answer.
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COURSE OUTLINE

** Please refer to the calendar on Microsoft Teams for updated dates.*

Date	Topic	Chapter Reading	Due Dates
18-Sep	Introduction to O&SCM	Ch 1: Basics of OM	
25-Sep	Ops Strategy & Processes Operations Strategy	Ch 2: Strategy	
2-Oct	Business processes		
9-Oct	Manufacturing Mgmt Product Design & Dev.	Ch 3: Product Design Ch 10: Layouts	Quiz 1
16-Oct	Capacity and Utilization	Ch 9: Capacity	
23-Oct	Queuing Models		
30-Oct	Quality Management: Measuring Performance	Ch 11: Work Measurement	Quiz 2
6-Nov	Quality Frameworks	Ch 5: Quality	
13-Nov	Supply Management: Inventory Management	Ch 12: Inventory	Quiz 3
20-Nov	The Purchasing Process		
27-Nov	Logistics Management: Logistics Management	Ch 4: Global Supply Chain	Quiz 4
4-Dec	SCM Integration		
11-Dec	Project Management: Project Management	Ch 16: Project Management	Quiz 5
18-Dec	Emerging Technologies Student Presentations Course Review		

- **Assignment and quiz dates may change.** I will announce in class the exact date of quizzes and assignment deadlines. This information will also be updated on the course website.

GRADING AND COURSE REQUIREMENTS

Weight	Category	Description
15%	Presentation	Each student will present on the latest developments in a supply chain technology
15%	Quizzes	3-6 quizzes throughout the semester, each quiz will cover 1 or 2 topics
30%	Assignments	4-6 assignments: class activity, case write-ups, or traditional homework
40%	Final Exam	A comprehensive exam that covers all the material covered in class and textbook.
100%		

Grade Distribution:

Grade	Range
A	≥ 93
A-	≥ 90 and < 92.99
B+	≥ 87 and < 89.99
B	≥ 83 and < 86.99
B-	≥ 80 and < 82.99
C+	≥ 77 and < 79.99
C	≥ 73 and < 76.99
C-	≥ 70 and < 72.99
D+	≥ 65 and < 69.99
D	≥ 60 and < 64.99
F	< 59.9999

- **A grade of C** or above is required to pass the course for MBA students.
- These **cut-offs are firm** (i.e. a 79.999% is a C+ and NOT a B-).
- There is generally no curve. Final exam may be curved only if necessary, and if this is the case, the curve will be fairly and equally applied to all students.

ASSIGNMENTS & QUIZZES

Assignments will be given throughout the course. They are a mix of quantitative assignments, case-based responses and a few in-class assignments. Homework is to be done individually unless explicitly stated otherwise. You are welcome to help each other (within reason) and disclose the source and extent of assistance if it was sought. Plagiarism is cheating as per Kuwait University rules and regulations and at the MBA level results in automatic class failure. I am always available to help.

Quizzes will be given after each of the course modules (2 weeks' worth of content).

PRESENTATION

Each student will choose ONE of the following topics to research:

Block Chain Technology	Robotics Systems (ex. KIVA)	3D Printing Implications
New Inventory Tracking Tech (new RFID/Bar Codes/GPS)	Emerging Materials Science manufacturing implications	Sharing Economy and its Implications to OSCM
Internet of Things and SCM Implications	Drones and Man-less delivery	Digital Twins in SCM
Supply Chain Cybersecurity		

You will teach the class about how this technology is related to supply chain management, and the latest developments in this technology.

Here are some questions to guide your preparation.

- Which OSCM area does this technology most relate to?
- Which theory/concept/model is this technology threatening to disrupt?
- Which companies are currently at the helm of this innovation and what is their trajectory?
- What are the biggest risks or obstacles to mass adoption?
- Where on Gartner's Hype Cycle model is this technology situated?
- Where / when would this technology apply to Kuwaiti industries?

Artifacts to gather:

- 2 HBR-style articles (i.e., whitepapers) about the technology from the last 12 months
- 2 academic (peer-reviewed) articles about this topic
- 1 YouTube video explaining it (3-5 minutes). Search in CNBC, WSJ or similar channels.
- 1 interview a local professional with experience in this technology (preferably transcribed).

Deliverables:

- A 10-minute lesson about the technology, where it fits OM models, and your predictions.
 - A one-page infographic-style write-up that summarizes your lesson.
 - 3 exam-type questions: 2 multiple choice questions and 1 open-ended question
 - A repository of all your artifacts and infographic to be shared with the class.
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ATTENDANCE & CLASS PARTICIATION

Attendance is mandatory. **It is not graded by causes an FA is attendance is lacking.**

You must come to class prepared to take notes and participate. **You are not allowed to take pictures during class.** You need to take your own notes, either on your laptop, or in a notebook.

CHEATING & PLAIGARISM

I take cheating very seriously. If I catch you cheating, I will lose all respect for you and will make sure you suffer the full consequences of your decision to cheat, such that getting an F on that exam or assignment will be the least of your worries.

Cheating includes (but not limited to): using unauthorized notes during the examination, using unauthorized devices during the examination, communicating with anyone besides instructor or exam proctor, looking at another student's work during the examination, and copying another student's homework.

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
