



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



Course Syllabus

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

Class Time: Tuesdays 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:

Recognize the role of OSCM in their careers, business, and industries.

Identify the appropriate models/concepts/theories and analytical tools to reference when tackling various business problems.

- The goal for students is to **identify/recognize the role of OSCM in their careers**, business, and industries.
- Students should be able to **identify the appropriate models/concepts/theories and analytical tools** to reference when tackling various business problems
- Think critically and in a structured manner about the processes, services and products, considering their sub-components and supply chain implications.
- Communicate concepts in a professional setting, raise important questions, and provide intelligent assumptions and suggestions when there is no clear answer.

COURSE OUTLINE

Date	Topic	Optional Readings	Required Readings	Due Dates
6-Feb	Introduction to O&SCM	Ch 1: Basics of OM		
13-Feb	Business Processes Process Types and Mapping	Ch 2: Strategy	Reinmeyer, 2023 Hartley, 2021	
20-Feb	Factory Layouts	Ch 10: Layouts	Schmenner, 2004 Schmenner, 2001	
27-Feb	Quiz 1			Quiz 1 HW 1
5-Mar	Manufacturing Mgmt Resource Balancing	Ch 9: Capacity	Mckee 2018 Hayes 1979	
12-Mar	Queuing Models		Glynn 2022 99 invisible podcast	
19-Mar	New Product Design	Ch 3: Product Design	Drucker 2002 Satell 2017	Quiz 2 HW2
26-Mar	Quality Management: What is Quality	Ch 5: Quality	Gravin 1984 Davis & Novack 2012	
2-Apr	Measuring Quality	Ch 11: Work Measurement		
9-Apr				
16-Apr	Supply Management: Inventory Management	Ch 12: Inventory	Anderson, 2005 Choi 2004	Quiz 3 HW3
23-Apr	The Purchasing Process		Kraljic 1983 Henke 2010	
30-Apr	Logistics Management: Packaging & Transport	Ch 4: Global Supply Chain	Gore 2022 Shih 2022	
7 - May	Project Management: Project Management	Ch 16: Project Management		Quiz 4 HW4
14-May	Final Exam			

- **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
30%	Assignments	4-6 assignments: class activity, case write-ups, or traditional homework. The last assignment will be a presentation (worth double the others).
30%	Quizzes	4 quizzes throughout the semester, each quiz will cover 1 or 2 topics
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).

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
