DSC2006 OPERATIONS MANAGEMENT

Lecturers: Dr. Lucy Chen (Course Coordinator)
Dr. Mei Qi

Session: Semester II, 2009/2010

Course Description

Operations Management is a classic functional area of management that deals with the production and delivery of goods and services in all enterprises. It focuses on the production and delivery system of the enterprise, which we define as the process by which resources are transformed into goods and services.

While Operations Management is a traditional functional field and this module will build around the traditional foundational topics of operations management, we will nevertheless attempt to highlight some of the more current issues in the field. In view of this, the course will consider issues pertaining to both manufacturing and services-oriented systems.

The primary objectives of the course are to provide students with an introduction to, and an understanding of, the substantive knowledge which has developed over the years in the field of Operations Management, and to highlight the current relevance and strategic significance of the operations function in enterprises.

Basic Text


Reference Text


Assessment Methods

Final Exam 60%
Group Project and Presentation 30%
Class Participation 10%
Term Paper and Presentation

Each student will form/join a group (five members in each group) and work on a group report. The report is a limited Literature Review project designed to give the students the opportunity to explore selected operations management topics. It is aimed at encouraging self learning beyond the realm of the standard textbooks. It will also give all students the experience of searching the research journals, something that all honours students will need to do for their Academic Exercise.

Specifically, each group is to choose an OM topic of interest, and do a review of the related research papers as published over the past three years (2007-2010) in the following Operations Management journals:
1. Manufacturing and Services Operations Management (MSOM)
2. Productions & Operations Management (POMS)
3. Journal of Operations Management (JOM)
5. Harvard Business Review
6. Sloan Management Review

The report should cover the following:
- Introduction – a brief explanation of the topic area selected: What is it? What does it involve?
- Literature Review – of all the papers published over the past three years on this topic in the journals mentioned above: a categorization and summary of these papers; a substantive review of the contents of some of these papers (there should be at least three papers that you will include in your substantive review here; you can of course review all of the rest briefly and include them in your report as well).
- Discussion – of the research issues addressed by these papers: summary of these research issues; your evaluation of how important or useful these research issues are; your suggestions on how you would carry out these research differently; and your suggestions for further related research on this topic (that is, what else do you think is important and useful to study/research further?).
- Conclusion – less on the topic selected, but more about your experience in doing this term paper project: what did you learn? Did it help you pursue your interest and learning about certain aspects of Operations? What problems did you encounter?
- References – the listing of the papers on your selected topic.

Report:
- Each group needs to submit a report in hard copy, which should not be more than 10 pages (double spacing, and not counting the References section).
- The report is due on the last week of the class. Please submit the report to your tutor, who will decide which day of the last week is the due date.

Presentation:
- Each group will present their report to the class.
- The presentation will take place in the last three tutorial sessions.
- The presentation should take no more than 20 minutes, followed by a Q & A session of 5 minutes.
- Each member of the group should be given a chance to either present, or to answer to questions/comments raised by the class.
### Course Schedule & Contents

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<th>Week</th>
<th>Lecture Topic (with Chapter Readings from Stevenson)</th>
<th>Tutorial Topic</th>
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<td>1</td>
<td>Introduction to Operations Management (Chapter 1, 2)</td>
<td>No Tutorial</td>
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<td>2</td>
<td>Product, Processes, Capacity (Chapter 4, 5, 6)</td>
<td>No Tutorial</td>
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<tr>
<td>3</td>
<td>Aggregate Planning (Chapter 13)</td>
<td>Tutorial 1: Introduction to OM, Product and Process design</td>
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<td>4</td>
<td>MRP (Chapter 14)</td>
<td>Tutorial 2: Capacity and Aggregate Planning</td>
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<td>5</td>
<td>Operations Scheduling (Chapter 16)</td>
<td>Tutorial 3: MRP (Complete project grouping and inform the name list to your tutor.)</td>
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<td></td>
<td>Term Break!</td>
<td>No Tutorial</td>
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<td>6</td>
<td>Inventory Management I (Chapter 12)</td>
<td>Tutorial 4: Operations Scheduling</td>
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<tr>
<td>7</td>
<td>Inventory Management II (Chapter 12)</td>
<td>Tutorial 5: Inventory Management I</td>
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<td>8</td>
<td>Inventory Management / Revenue Management (Chapter 12 and Lecture Notes)</td>
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<td>9</td>
<td>Quality Management and Control (Chapter 9 and Chapter 10)</td>
<td>Tutorial 7: Inventory/Revenue Management</td>
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<td>JIT (Chapter 15)</td>
<td>Tutorial 8: Quality Management and Control</td>
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<td>Good Friday Holiday, No Class!</td>
<td>Tutorial 9: Group Presentations</td>
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<td>Supply Chain Management (Chapter 11)</td>
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<td>13</td>
<td>Review</td>
<td>Tutorial 11: Group Presentations (Project report due this week!)</td>
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1 Subject to change