City University of Hong Kong
Course Syllabus

offered by Department of Management Sciences
with effect from Semester A 2022/23

Part I Course Overview

Course Title:	Operations Management
Course Code:	FB5721
Course Duration:	One Semester
Credit Units:	2
Level:	P5
Medium of Instruction:	English
Medium of Assessment:	English
Prerequisites: *(Course Code and Title)*	FB5731 Business Analytics and Decision Modelling
Precursors: *(Course Code and Title)*	Nil
Equivalent Courses: *(Course Code and Title)*	Nil
Exclusive Courses: *(Course Code and Title)*	MS6325 Operations Management, MS6325A Operations Management

Part II Course Details

1. Abstract

This course aims to:

- To explain several selected key topics in the functional area of "Operations Management."
- To discover, design, and apply these key concepts in various operations
- To critically evaluate the improvements based on performance indicators

2. Course Intended Learning Outcomes (CILOs)

(CILOs state what the student is expected to be able to do at the end of the course according to a given standard of performance.)

No.	CILOs	Weighting (if applicable)	Discovery-enriched curriculum related learning outcomes (please tick where appropriate)		
			A1	*A2*	*A3*
1.	Explain the key concepts, ideas and techniques within the core areas of Operations Management, and in the more advanced areas chosen in the elective courses.	10%	✓		
2.	Describe the nature of operational practices and challenges currently being encountered in business organizations, and the environment in which they operate.	10%	✓		
3.	Define and formulate operational problems in business organizations.	25%		✓	
4.	Select and apply appropriate operations management techniques and evaluate solutions to these problems.	15%		✓	
5.	Design suitable business operational processes for organizations in both local and global frameworks.	25%			✓
6.	Read, comprehend and critically evaluate business literature, especially as it relates to Supply Chain Management at an appropriate level.	15%			✓
		100%			

A1: Attitude
Develop an attitude of discovery/innovation/creativity, as demonstrated by students possessing a strong sense of curiosity, asking questions actively, challenging assumptions or engaging in inquiry together with teachers.

A2: Ability
Develop the ability/skill needed to discover/innovate/create, as demonstrated by students possessing critical thinking skills to assess ideas, acquiring research skills, synthesizing knowledge across disciplines or applying academic knowledge to self-life problems.

A3: *Accomplishments*
Demonstrate accomplishment of discovery/innovation/creativity through producing /constructing creative works/new artefacts, effective solutions to real-life problems or new processes.

3. Teaching and Learning Activities (TLAs)

(TLAs designed to facilitate students' achievement of the CILOs.)

TLA	Brief Description	CILO No.						Hours/week (if applicable)
		1	2	3	4	5	6	
Lecture and Class Discussions	Lectures will cover the concepts and models which students need to understand. The application of these concepts to practice will be illustrated in the cases, readings, and the examples.	✓	✓	✓	✓	✓	✓	
Exercises	Problems sets are assigned for students to consolidate their understanding of the concepts and methods. The "Tell-Show-Do" sequence is applied to give students hands-on experience in using the course materials for making operations decisions.	✓	✓	✓	✓	✓	✓	
Case Studies	There are some case studies to discuss in class. Students are responsible to read the case studies and review other existing materials about the case. They are expected to develop their own solutions for the problems that operations managers confront in the cases.	✓	✓	✓	✓	✓	✓	
Group Presentation	Students may be required to present their case study results.	✓	✓	✓	✓	✓	✓	

4. Assessment Tasks/Activities (ATs)

(ATs are designed to assess how well the students achieve the CILOs.)

Assessment Tasks/Activities	CILO No.						Weighting	Remarks
	1	2	3	4	5	6		
Continuous Assessment: 100%								
1. Exercises	✓	✓	✓	✓	✓	✓	40%	
2. Discussion Papers / Case Studies	✓	✓	✓	✓	✓	✓	50%	
3. Class Participation	✓	✓	✓	✓	✓	✓	10%	
Examination: 0% (duration: hours, if applicable)								
							100%	

5. Assessment Rubrics

(Grading of student achievements is based on student performance in assessment tasks/activities with the following rubrics.)

Applicable to students admitted in Semester A 2022/23 and thereafter

Assessment Task	Criterion	Excellent (A+, A, A-)	Good (B+, B)	Marginal (B-, C+, C)	Failure (F)
1. Exercises	Understanding the concepts and methods of Operations Management	Strong evidence of understanding the concepts and methods	Significant evidence of understanding the concepts and methods	Adequate evidence of understanding the concepts and methods	Not reaching marginal levels of understanding the concepts and methods
2. Discussion Papers / Case Studies	Ability to apply appropriate operations management techniques and evaluate solutions	Work must reflect fundamental new insights, new frameworks for thinking, compelling synthesis of current thinking	Obviously well thought through, nonobvious insights and lessons, reflects new knowledge/ new insights, internally tight and consistent	Solid effort, good groundwork in the fundamentals, clear articulation, and generally complete and logical arguments	Work is not that different from someone who does not have any training. Cursory coverage of the issues, repetition of case facts or contextual knowledge. Nothing really new to take away from the effort
3. Class Participation	• Engage in class discussions • Contribute personal experiences to illustrate course concepts • Speak up in class when the topic is not understood • Ask questions about material	Contribute actively to class discussions, ask critical questions, and offer good examples and insights	Contribute substantially to class discussions and ask relevant questions	Contribute moderately to class discussions and ask questions when the topic is not understood	Show very little evidence of class participation

Applicable to students admitted before Semester A 2022/23

Assessment Task	Criterion	Excellent (A+, A, A-)	Good (B+, B, B-)	Fair (C+, C, C-)	Marginal (D)	Failure (F)
1. Exercises	Understanding the concepts and methods of Operations Management	Strong evidence of understanding the concepts and methods	Significant evidence of understanding the concepts and methods	Adequate evidence of understanding the concepts and methods	Basic familiarity of understanding the concepts and methods	Not reaching marginal levels of understanding the concepts and methods
2. Discussion Papers / Case Studies	Ability to apply appropriate operations management techniques and evaluate solutions	Work must reflect fundamental new insights, new frameworks for thinking, compelling synthesis of current thinking	Obviously well thought through, nonobvious insights and lessons, reflects new knowledge/ new insights, internally tight and consistent	Solid effort, good groundwork in the fundamentals, clear articulation, and generally complete and logical arguments	Reflects honest work on the issues, but does not reflect deep thought or careful analysis. Summarizes the situation well, hits the key points, but is not evaluative in its approach. Rehash of information presented without drawing key lessons/insights	Work is not that different from someone who does not have any training. Cursory coverage of the issues, repetition of case facts or contextual knowledge. Nothing really new to take away from the effort
3. Class Participation	• Engage in class discussions • Contribute personal experiences to illustrate course concepts • Speak up in class when the topic is not understood • Ask questions about material	Contribute actively to class discussions, ask critical questions, and offer good examples and insights	Contribute substantially to class discussions and ask relevant questions	Contribute moderately to class discussions and ask questions when the topic is not understood	Show some evidence of class participation	Show very little evidence of class participation

Part III Other Information (more details can be provided separately in the teaching plan)

1. Keyword Syllabus

(An indication of the key topics of the course.)

A selection of several of the following topics:

- Forecasting
- Facilities Layout and Location
- Linear Programming Applications
- Design of Work Systems
- Inventory and Supply Chain Management
- Aggregate Planning
- Scheduling
- Project Management and Scheduling
- Quality Control and Reliability
- Other Relevant Operations Management Topics

2. Reading List

2.1 Compulsory Readings

(Compulsory readings can include books, book chapters, or journal/magazine articles. There are also collections of e-books, e-journals available from the CityU Library.)

1.	Nil

2.2 Additional Readings

(Additional references for students to learn to expand their knowledge about the subject.)

1.	Current or suitable editions of a standard Operations Management textbook, such as: Stevenson WJ, Operations Management, McGraw Hill.
2.	Other relevant supplementary material, cases and references to be assigned by the course Instructor.