

City University of Hong Kong

**Information on a Course
offered by Department of Management Sciences
with effect from Semester A in 2014 / 2015**

Part I

Course Title: Operations Management

Course Code: MS6325

Course Duration: One Semester

Credit Units: 3

Level: P6

Medium of Instruction: English

Prerequisites: Nil

Precursors: Nil

Equivalent Courses: MS6325A Operations Management

Exclusive Courses: FB5721 Operations Management

Part II

Course Aims

This course aims to provide students with an understanding of operational concepts and issues from the perspective of improved organizational competitiveness.

Course Intended Learning Outcomes (CILOs)

Upon successful completion of this course, students should be able to:

No.	CILOs	Weighting (if applicable)
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. (Attitude)	10%
2.	Describe the nature of operational practices and challenges currently being encountered in business organizations, and the environment in which they operate. (Attitude)	10%
3.	Define and formulate operational problems in business organizations. (Ability)	25%
4.	Select and apply appropriate operations management techniques and evaluate solutions to these problems. (Ability)	15%
5.	Design suitable business operational processes for organizations in both local and global frameworks (Accomplishment)	25%
6.	Read, comprehend and critically evaluate business literature , especially as it relates to Supply Chain Management at an appropriate level. (Accomplishment)	15%

Teaching and Learning Activities (TLAs)

(Indicative of likely activities and tasks designed to facilitate students' achievement of the CILOs. Final details will be provided to students in their first week of attendance in this course)

TLA1: Lecture

- *Lectures:* Concepts and general knowledge operations management are explained.
- *Peer Learning:* Students will be asked to work in a group of two or three peers to recap and answer questions of the major topics that they learned in the previous lecture. They are required to share and present their answers to the class.
- *Videos:* Showing videos about business cases and scenarios. Follow up with class discussion.

TLA2: Tutorial

Students may be required to team up with their classmates and participate in the following activities:-

- *Tutorial exercises and activities*: Students respond to and participate in the in-class exercises and activities. They are required to apply real life examples or their own working experiences to their learnt subjects.
- *Group discussion & case study*: Discussion of various aspects of the assigned major issues or questions as well as the assigned case studies.

Constructive Alignment of CILOs and Teaching and Learning Activities

CILO No.	TLA1	TLA2
CILO 1	2	1
CILO 2	2	1
CILO 3	2	1
CILO 4	2	1
CILO 5	2	1
CILO 6	2	1

(1: Minor focus on the ILO; 2: Main focus on the ILO)

Constructive Alignment of CILOs and Assessment Methods

Assessment Tasks/Activities

(Indicative of likely activities and tasks designed to assess how well the students achieve the CILOs. Final details will be provided to students in their first week of attendance in this course)

Remarks: 1 (Least important), 2 (Important), 3 (Very important)

CILO	AT1	AT2
	Group Assignments (such as case studies, group project, etc.)	Written Examination (2 hours)
1	1	1
2	1	1
3	3	2
4	1	2
5	2	3
6	2	2
Total	60%	40%

Grading of Student Achievement:

Refer to Grading of Courses in the Academic Regulations for Taught Postgraduate Degrees.

AT1: Group Assignments

Letter Grade	Grade Point	Grade Definitions	
A+	4.3	Excellent:	Strong evidence of knowing how to apply the key concepts of managing services into real life service operations scenarios.
A	4.0		
A-	3.7		
B+	3.3	Good:	Evidence of knowing how to apply the key concepts of managing services into real life service operations scenarios.
B	3.0		
B-	2.7		
C+	2.3	Adequate:	Some evidence of knowing how to apply the key concepts of managing services into real life service operations scenarios.
C	2.0		
C-	1.7		
D	1.0	Marginal:	Sufficient familiarity with the subject matter to enable the student to progress without repeating the assignment.
F	0.0	Failure:	Little or no evidence of familiarity with the subject matter.

AT2: Written Examination

Letter Grade	Grade Point	Grade Definitions	
A+	4.3	Excellent:	Strong evidence of original thinking; good organization, capacity to analyse and synthesize; superior grasp of subject matter; evidence of extensive knowledge base.
A	4.0		
A-	3.7		
B+	3.3	Good:	Evidence of grasp of subject, some evidence of critical capacity and analytic ability; reasonable understanding of issues; evidence of familiarity with literature.
B	3.0		
B-	2.7		
C+	2.3	Adequate:	Student who is profiting from the university experience; understanding of the subject; ability to develop solutions to simple problems in the material.
C	2.0		
C-	1.7		
D	1.0	Marginal:	Sufficient familiarity with the subject matter to enable the student to progress without repeating the course.
F	0.0	Failure:	Little evidence of familiarity with the subject matter; weakness in critical and analytic skills; limited or irrelevant use of literature.
I	Incomplete	A grade of incomplete may be granted (1) where there are extenuating circumstances that have prevented a student from completing required work, or attending the examination; (2) at the discretion of the Assessment Panel. Where an "I" grade is assigned, the Assessment Panel will approve a schedule for the completion of work, or a supplementary examination. An "I" grade will be converted into a "F" grade four weeks after the "I" grade is first reported to the Academic Regulations and Records Office, unless an alternative grade has been assigned.	

Effectiveness of DEC Integration:

CILO No.	Types of Assessment Tasks (ATs)	Assessment Details	Weighting (if applicable)
1-6	Group Assignments	Towards the end of semester students write and reflect upon their learning experiences and challenges.	60%
1-6	Written Examination	Towards the end of semester students write and reflect upon their learning experiences and challenges.	40%

Part III

Keyword Syllabus

Global Operations; Operations Strategy; Supply Chain Design; Process Design; Service Operations; Response Time Planning; Capacity Planning; Inventory and Distribution Management; Revenue Management; Quality Management and Six-Sigma; Lean Operations; Operations Management and Sustainability.

Recommended Readings

Matching Supply with Demand: An Introduction to Operations Management, by Gerard Cachon and Christian Terwiesch, 3rd edition, McGraw-Hill, 2012.

Operations and Supply Chain Management: The Core, by Jacobs and Chase, 3rd edition, McGraw-Hill, 2012.