

**City University of Hong Kong  
Course Syllabus**

**offered by Department of Systems Engineering & Engineering Management  
with effect from Semester A 2017 / 18**

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**Part I Course Overview**

**Course Title:** Operations Management

**Course Code:** SEEM5006

**Course Duration:** One Semester

**Credit Units:** 3

**Level:** P5

**Medium of Instruction:** English

**Medium of Assessment:** English

**Prerequisites:**  
(Course Code and Title) Nil

**Precursors:**  
(Course Code and Title) Nil

**Equivalent Courses:**  
(Course Code and Title) MEEM5006 Operations Management

**Exclusive Courses:**  
(Course Code and Title) Nil

## Part II Course Details

### 1. Abstract

This course aims to develop students' abilities to manage engineering operations by introducing them to notions of operations systems and focusing on the strategic role of operations in an overall business context and on problem solving to improve operations systems in the short and long term.

### 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.	Define and formulate operations strategy	5%			
2.	Define product and service design processes and plan operations process	15%			
3.	Forecast demand and formulate basic inventory policies	30%	√	√	√
4.	Plan and schedule operations facilities and capacities for effective resource utilization	30%	√	√	√
5.	Apply appropriate methods for operations planning and scheduling	20%			
		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	
Large Class Activities	Introduction and explanation of theory through examples	✓	✓	✓	✓	✓	26 hrs/ sem
Group Activities	Further learning theory from solving problems together by members in a group	✓	✓	✓	✓	✓	13 hrs/ sem
Office Hour	Discussions of course materials	✓	✓	✓	✓	✓	1 hr/ week

### 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		
Continuous Assessment: <u>50</u> %							
Participation & Exercises	✓	✓	✓	✓	✓	30%	
Case Studies & Mini Projects	✓	✓	✓	✓	✓	20%	
Examination: <u>50</u> % (duration: 2 hours , if applicable)							
						100%	

## 5. Assessment Rubrics

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

Assessment Task	Criterion	Excellent (A+, A, A-)	Good (B+, B, B-)	Fair (C+, C, C-)	Marginal (D)	Failure (F)
1. Participation & Exercises	Submitted solutions to individual assignments and mid-term test.	High	Significant	Moderate	Basic	Not even reaching marginal levels
2. Case Studies & Mini Projects	Submitted group work and presentations.	High	Significant	Moderate	Basic	Not even reaching marginal levels
3. Examination	Submitted solutions to the final examination.	High	Significant	Moderate	Basic	Not even reaching marginal levels

For a student to pass the course, at least 30% of the maximum mark for the examination should be obtained.

**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.)*

- Operations Strategy
- Product and Service Design
- Processes and Technologies
- Capacity and Facilities Planning
- Forecasting
- Inventory Management
- Aggregate Sales and Operations Planning
- Resource Planning
- Operations Scheduling

**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.)*

*NIL*

**2.2 Additional Readings**

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

1.	Operations Management, 6 <sup>th</sup> Edition, Russell & Taylor, John Wiley & Sons
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