

**City University of Hong Kong  
Course Syllabus**

**offered by Department of Management Sciences  
with effect from Semester A 2017 /18**

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**Part I Course Overview**

<b>Course Title:</b>	Operations Management
<b>Course Code:</b>	MS6325
<b>Course Duration:</b>	One Semester
<b>Credit Units:</b>	3
<b>Level:</b>	P6
<b>Medium of Instruction:</b>	English
<b>Medium of Assessment:</b>	English
<b>Prerequisites:</b> <i>(Course Code and Title)</i>	Nil
<b>Precursors:</b> <i>(Course Code and Title)</i>	Nil
<b>Equivalent Courses:</b> <i>(Course Code and Title)</i>	MS6325A Operations Management
<b>Exclusive Courses:</b> <i>(Course Code and Title)</i>	FB5721 Operations Management

## Part II Course Details

### 1. Abstract

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

### 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	<ul style="list-style-type: none"> <li>Lectures: Concepts and general knowledge operations management are explained.</li> <li>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.</li> <li>Videos: Showing videos about business cases and scenarios. Follow up with class discussion.</li> </ul>	✓	✓	✓	✓	✓	✓	
Tutorial	<p>Students may be required to team up with their classmates and participate in the following activities:</p> <ul style="list-style-type: none"> <li>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.</li> <li>Group discussion &amp; case study: Discussion of various aspects of the assigned major issues or questions as well as the assigned case studies.</li> </ul>	✓	✓	✓	✓	✓	✓	

### 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: <u>60</u> %								
Group Assignments (such as case studies, group project, etc.)	✓	✓	✓	✓	✓	✓	60%	
Examination: <u>40</u> % (duration: 2 hours if applicable)								
Examination	✓	✓	✓	✓	✓	✓	40%	
							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. Group Assignments (such as case studies, group project, etc.)	Ability to address operations management practices and solve relevant analytical problems using knowledge and tools learned.	High	Significant	Moderate	Basic	Not even reaching marginal levels
2. Examination	Ability to address operations management practices and solve relevant analytical problems using knowledge and tools learned.	High	Significant	Moderate	Basic	Not even reaching marginal levels

**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.)*

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.

**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.)*

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

**2.2 Additional Readings**

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

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