

FB5721: OPERATIONS MANAGEMENT

Effective Term

Semester A 2025/26

Part I Course Overview

Course Title

Operations Management

Subject Code

FB - College of Business (FB)

Course Number

5721

Academic Unit

Decision Analytics and Operations (DAOS)

College/School

College of Business (CB)

Course Duration

One Semester

Credit Units

2

Level

P5, P6 - Postgraduate Degree

Medium of Instruction

English

Medium of Assessment

English

Prerequisites

FB5731 Business Analytics and Decision Modelling

Precursors

Nil

Equivalent Courses

Nil

Exclusive Courses

MS6325 Operations Management, MS6325A Operations Management

Part II Course Details

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

Course Intended Learning Outcomes (CILOs)

CILOs		Weighting (if app.)	DEC-A1	DEC-A2	DEC-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	x		
2	Describe the nature of operational practices and challenges currently being encountered in business organizations, and the environment in which they operate.	10	x		
3	Justify and apply the operational problems in business organizations.	25		x	
4	Demonstrate and apply appropriate operations management techniques and evaluate solutions to these problems.	15		x	
5	Identify suitable business operational processes for organizations in both local and global frameworks.	25			x
6	Read and critically discuss the business literature, especially as it relates to Supply Chain Management at an appropriate level.	15			x

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 real-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.

Learning and Teaching Activities (LTAs)

LTAs	Brief Description	CILO No.	Hours/week (if applicable)
1	Lecture	Students will identify the concepts and models during lectures. Students will explain the application of these concepts in practice through cases, readings, and examples.	1, 2, 3, 4, 5, 6

2	Workshop	Students will complete problem sets to discuss their understanding of the concepts and methods. Students will explain in the 'Tell-Show-Do' sequence to gain hands-on experience in using the course materials for making operations decisions.	1, 2, 3, 4, 5, 6	
3	Reading	Students will develop an in-depth understanding of the concepts and topics discussed through reading scholarly books and articles.	1, 2, 3, 4, 5, 6	
4	Peer-discussion	Students will discuss with their peers how to improve their knowledge, and performance on assessment tasks, in order to deepen and broaden their knowledge and skills.	1, 2, 3, 4, 5, 6	

Assessment Tasks / Activities (ATs)

	ATs	CILO No.	Weighting (%)	Remarks ("- for nil entry)	Allow Use of GenAI?
1	Exercises	1, 2, 3, 4, 5, 6	40	-	Yes
2	Discussion Papers / Case Studies	1, 2, 3, 4, 5, 6	50	-	No
3	Class Participation	1, 2, 3, 4, 5, 6	10	-	Yes

Continuous Assessment (%)

100

Assessment Rubrics (AR)**Assessment Task**

Exercises (for students admitted before Semester A 2022/23 and in Semester A 2024/25 & thereafter)

Criterion

Understanding the concepts and methods of Operations Management

Excellent

(A+, A, A-) Strong evidence of understanding the concepts and methods

Good

(B+, B, B-) Significant evidence of understanding the concepts and methods

Fair

(C+, C, C-) Adequate evidence of understanding the concepts and methods

Marginal

(D) Basic familiarity of understanding the concepts and methods

Failure

(F) Not reaching marginal levels of understanding the concepts and methods

Assessment Task

Discussion Papers / Case Studies (for students admitted before Semester A 2022/23 and in Semester A 2024/25 & thereafter)

Criterion

Ability to apply appropriate operations management techniques and evaluate solutions

Excellent

(A+, A, A-) Work must reflect fundamental new insights, new frameworks for thinking, compelling synthesis of current thinking

Good

(B+, B, B-) Obviously well thought through, nonobvious insights and lessons, reflects new knowledge/ new insights, internally tight and consistent

Fair

(C+, C, C-) Solid effort, good groundwork in the fundamentals, clear articulation, and generally complete and logical arguments

Marginal

(D) 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

Failure

(F) 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

Assessment Task

Class Participation (for students admitted before Semester A 2022/23 and in Semester A 2024/25 & thereafter)

Criterion

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

Excellent

(A+, A, A-) Contribute actively to class discussions, ask critical questions, and offer good examples and insights

Good

(B+, B, B-) Contribute substantially to class discussions and ask relevant questions

Fair

(C+, C, C-) Contribute moderately to class discussions and ask questions when the topic is not understood

Marginal

(D) Show some evidence of class participation

Failure

(F) Show very little evidence of class participation

Assessment Task

Exercises (for students admitted from Semester A 2022/23 to Summer Term 2024)

Criterion

Understanding the concepts and methods of Operations Management

Excellent

(A+, A, A-) Strong evidence of understanding the concepts and methods

Good

(B+, B) Significant evidence of understanding the concepts and methods

Marginal

(B-, C+, C) Adequate evidence of understanding the concepts and methods

Failure

(F) Not reaching marginal levels of understanding the concepts and methods

Assessment Task

Discussion Papers / Case Studies (for students admitted from Semester A 2022/23 to Summer Term 2024)

Criterion

Ability to apply appropriate operations management techniques and evaluate solutions

Excellent

(A+, A, A-) Work must reflect fundamental new insights, new frameworks for thinking, compelling synthesis of current thinking

Good

(B+, B) Obviously well thought through, nonobvious insights and lessons, reflects new knowledge/ new insights, internally tight and consistent

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(B-, C+, C) Solid effort, good groundwork in the fundamentals, clear articulation, and generally complete and logical arguments

Failure

(F) 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

Assessment Task

Class Participation (for students admitted from Semester A 2022/23 to Summer Term 2024)

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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

Excellent

(A+, A, A-) Contribute actively to class discussions, ask critical questions, and offer good examples and insights

Good

(B+, B) Contribute substantially to class discussions and ask relevant questions

Marginal

(B-, C+, C) Contribute moderately to class discussions and ask questions when the topic is not understood

Failure

(F) Show very little evidence of class participation

Part III Other Information

Keyword Syllabus

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

Reading List**Compulsory Readings**

Title	
1	Nil

Additional Readings

Title	
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.