

MS4306: BEST PRACTICES IN GLOBAL OPERATIONS MANAGEMENT

Effective Term

Semester A 2022/23

Part I Course Overview

Course Title

Best Practices in Global Operations Management

Subject Code

MS - Management Sciences

Course Number

4306

Academic Unit

Management Sciences (MS)

College/School

College of Business (CB)

Course Duration

One Semester

Credit Units

3

Level

B1, B2, B3, B4 - Bachelor's Degree

Medium of Instruction

English

Medium of Assessment

English

Prerequisites

MS3261 Business Modeling with Spreadsheets or CB2011 Solving Business Problems with Spreadsheets or CB2203 Data-driven Business Modeling

Precursors

Nil

Equivalent Courses

Nil

Exclusive Courses

Nil

Part II Course Details

Abstract

This course aims to:

- provide students with in-depth knowledge so as to analyze and find solutions for major business challenges relating to global operations management.
- examine the best industry practices of global operations management and its role in the multinational corporations.
- expose students to recent developments and contemporary incidents related to operations of multinational corporations.

Course Intended Learning Outcomes (CILOs)

CILOs		Weighting (if DEC-A1 DEC-A2 DEC-A3 app.)			
1	Recognize the importance of operations management with respect to major functional activities, including product design, information systems, production planning & control, inventory management, warehouse management, forecasting, customer services and quality management.	10	x		
2	Contrast and analyze some of the most important problems in operations management in different industries.	25		x	
3	Contrast and critique real-world solutions that have been used in practices.	25			x
4	Identify and analyze similar problems in practice; construct solutions and defend them.	20			x
5	Improve their communications in oral and written English.	10		x	
6	Work more effectively in a team.	10	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.

Teaching and Learning Activities (TLAs)

	TLAs	Brief Description	CILO No.	Hours/week (if applicable)
1	Lectures and Case studies Analysis	Students prepare for the reading of cases at home and analyze the case issues in class. Their findings are then prioritized and synthesized. They are required to understand, evaluate and critique operational practices of different multinational corporations.	1, 2, 3, 4, 5, 6	
2	Group discussion	Students work in groups to brainstorm ideas or discuss the answers to questions arising from case study problems.	1, 2, 3, 4, 5, 6	
3	Discussion sharing and presentation	Students in groups share and present conclusions of their findings and discussions to the class. Other students respond and critique the arguments / points of view.	1, 2, 3, 4, 5, 6	
4	Reflective activities	Students reflect and report on their overall learning experiences gained from the course.	1, 2, 3, 4, 5	

Assessment Tasks / Activities (ATs)

	ATs	CILO No.	Weighting (%)	Remarks (e.g. Parameter for GenAI use)
1	Assignments	1, 2, 3, 4, 5, 6	40	
2	Class participation and in-class activities	1, 2, 3, 4, 5, 6	30	
3	Team Project	1, 2, 3, 4, 5, 6	30	

Continuous Assessment (%)

100

Examination (%)

0

Assessment Rubrics (AR)**Assessment Task**

Assignments

Criterion

Students demonstrate their abilities to analyze and to evaluate operations management issues and business practices

Excellent (A+, A, A-)

Strong evidence of knowing how to apply their knowledge in logistics and supply chain management.

Good (B+, B, B-)

Evidence of knowing how to apply their knowledge in logistics and supply chain management.

Fair (C+, C, C-)

Some evidence of knowing how to apply their knowledge in logistics and supply chain management.

Marginal (D)

Sufficient familiarity with the subject matter to enable the student to progress without repeating the assignment.

Failure (F)

Little evidence of familiarity with the subject matter.

Assessment Task

Class participation and in-class activities

Criterion

Students will contribute to in-class discussion to bring up key ideas, supports claims made, provide practical experience, open new doors to investigate, ask questions and provide insights.

Excellent (A+, A, A-)

Strong evidence of showing familiarity with key concepts and definitions. Clearly and correctly structure most critical points and important contributions of the assigned questions or problems. Critically discuss issues and draw most relevant implications to apply daily life examples of issues. High participation and excellent presentation skills.

Good (B+, B, B-)

Evidence of showing familiarity with key concepts and definitions. Clearly and correctly state some critical points and contributions of the assigned questions or problems. Critically discuss issues and draw some relevant implications to apply daily life examples of issues. High participation and good presentation skills.

Fair (C+, C, C-)

Evidence of showing adequate review of literature and key concepts. Understanding of the subject, ability to develop solutions to simple and basic problems in the assigned questions and problems.

Marginal (D)

State a few critical points and marginal contributions of the assigned questions and problems.

Failure (F)

State no critical points and no contributions of the assigned questions and problems.

Assessment Task

Team Project

Criterion

Students collaborate to formally present as a group to report and present their analysis in a final project

Excellent (A+, A, A-)

Strong evidence of original thinking; good organization, capacity to relate the topic chosen to the subject / content knowledge; strong evidence of extensive cognitive skills such as creative and critical thinking to identify impacts of the company as a university student, future professional and global citizen.

Good (B+, B, B-)

Evidence of original thinking; good organization, capacity to relate the company to the subject / content knowledge; strong evidence of extensive cognitive skills such as creative and critical thinking to identify impacts of the company as a university student, future professional and global citizen.

Fair (C+, C, C-)

Some evidence of original thinking; good organization, capacity to relate the company to the subject / content knowledge; strong evidence of extensive cognitive skills such as creative and critical thinking to identify impacts of the company as a university student, future professional and global citizen.

Marginal (D)

Marginal evidence of original thinking; good organization, capacity to relate company to the subject / content knowledge; strong evidence of extensive cognitive skills such as creative and critical thinking to identify impacts of the company as a university student, future professional and global citizen.

Failure (F)

Little evidence of original thinking; good organization, capacity to relate the company to the subject / content knowledge; strong evidence of extensive cognitive skills such as creative and critical thinking to identify impacts of the company as a university student, future professional and global citizen.

Part III Other Information

Keyword Syllabus

Course materials are mainly taken from January-February issues of the journal Interfaces (Applied Analytics). These issues publish the finalists of the INFORMS Franz Edelman competition, a prestigious competition running for over twenty years to select the best applications of the previous year. The cases used for the course are selected to cover a wide range of types of problems, industries and techniques. Occasionally, recent incidents related to operations management may also be used as case discussion.

Reading List**Compulsory Readings**

Title	
1	At least 4 cases assigned by the course instructor, and other readings assigned by the English workshop instructor/tutor

Additional Readings

Title	
1	Ellet, W., “The Case Handbook: How to Read, Discuss and Write Persuasively About Cases” , 2007.