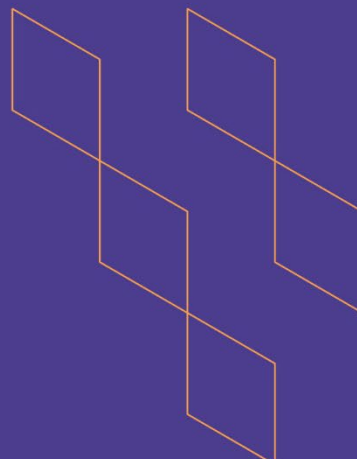




T-104
2022

Course Specification



Course Title: Operations Management
Course Code: MGT 312
Program: Bachelor of Science in Business Administration / Management
Department: Management
College: Business Administration & Tourism
Institution: The University of Prince Mugrin (UPM)
Version: 2
Last Revision Date: 9 August 2023



Table of Contents:

Content	Page
A. General Information about the course	3
1. Teaching mode (mark all that apply)	4
2. Contact Hours (based on the academic semester)	4
B. Course Learning Outcomes (CLOs), Teaching Strategies and Assessment Methods	4
C. Course Content	5
D. Student Assessment Activities	6
E. Learning Resources and Facilities	6
1. References and Learning Resources	6
2. Required Facilities and Equipment	6
F. Assessment of Course Quality	7
G. Specification Approval Data	8





A. General information about the course:

Course Identification

1. **Credit hours:** 3 credit hours

2. Course type

a. University College Department Track Others

b. Required Elective

3. **Level/year at which this course is offered:** Level 6/ Year 3

4. Course General Description

This course introduces concepts and techniques related to the design, planning, controlling, and improvement of manufacturing and service operations. The course is designed to help students acquire the conceptual knowledge and develop the leadership skills to read changes in an organization's external environment, define and clarify the organizational mission in view of such changes, handle the tradeoffs between demands for products or services and resource constraints, manage internal and external relationships, and guide the organization toward continuous improvement to maintain competitiveness.

5. **Pre-requirements for this course (if any):** STAT 311;

6. **Co- requirements for this course (if any):**

7. Course Main Objective(s)

At the end of this course, students will be able to:

- a. Demonstrate a working knowledge of the concepts and methods related to designing and managing operations.
- b. To develop an understanding of the models and techniques used to assist operations managers in problem solving and decision-making.





1. Teaching mode (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1.	Traditional classroom	30	67%
2.	E-learning		
3.	Hybrid <ul style="list-style-type: none"> • Traditional classroom • E-learning 	15	33%
4.	Distance learning		

2. Contact Hours (based on the academic semester)

No	Activity	Contact Hours
1.	Lectures	30
2.	Laboratory/Studio	0
3.	Field	0
4.	Tutorial	15
5.	Others (specify)	0
	Total	45

B. Course Learning Outcomes (CLOs), Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Code of CLOs aligned with program	Teaching Strategies	Assessment Methods
1.0	Knowledge and understanding			
1.1	Interpret the importance of the operations function and its impact for business performance in production and service organizations.	K2	<ul style="list-style-type: none"> • Case studies • Concept map • Demonstrations • Diagrams • Group discussions • Summarize 	<ul style="list-style-type: none"> • Concept map • Create a summary. • Essay • Diagrams • Infographics • Presentation • Provide examples • Quizzes • Short answers



Code	Course Learning Outcomes	Code of CLOs aligned with program	Teaching Strategies	Assessment Methods
1.2	Differentiate between authentic, duplicate, and counterfeit merchandise.	K2	<ul style="list-style-type: none"> • Case studies • Compare and contrast (with charts, tables, and Venn diagrams) • Concept map • Debates • Discussions • Graph • Group investigation • Questionnaires • Report/Survey 	<ul style="list-style-type: none"> • Analysis paper • Case study • Evaluation criteria • Research paper • Review paper
2.0	Skills			
2.1	Apply appropriate quantitative techniques to develop and evaluate operation plans and operation performance	S1	<ul style="list-style-type: none"> • Brainstorm • Decision-making tasks • Develop and describe new solutions or plans. • Design project • Performances • Presentations • Research projects • Written assignment 	<ul style="list-style-type: none"> • Develop criteria to evaluate the product or solution. • Grant proposal • Outline alternative solutions. • Research proposal
2.2	Apply project management techniques to accomplish business tasks.	S1	<ul style="list-style-type: none"> • Case studies • Concept map • Creating examples • Demonstrations • Group work 	<ul style="list-style-type: none"> • Discussion board post • E-portfolio • Presentation



Code	Course Learning Outcomes	Code of CLOs aligned with program	Teaching Strategies	Assessment Methods
			<ul style="list-style-type: none"> • Lab experiments • Map • Problem-solving tasks • Short answers • Roleplay 	<ul style="list-style-type: none"> • Problem-solving tasks. • Short answers
3.0	Values, autonomy, and responsibility			
3.1	Collaborate responsibly and constructively on leading diverse teams to perform a wide range of tasks	PLO V2	<ul style="list-style-type: none"> • Case studies • Concept map • Creating examples • Demonstrations • Group work 	Assignment, Project

C. Course Content

No	List of Topics	Contact Hours
1.	Foundation of operations management.	3
2.	Operation and productivity	6
3.	Operation strategy and performance.	3
4.	Product design	6
5.	Forecasting demand	6
6.	Location decisions.	6
7.	Fundamentals of Project management	6
8.	Inventory Management	6
9.	Summary and Review	3
Total		45





D. Students Assessment Activities

No	Assessment Activities *	Assessment timing (in week no)	Percentage of Total Assessment Score
1.	Assignments	Week 3, 9,12	15%
2.	Quizzes	Week 5,7,11	15%
3.	Midterm Exam	Week 8	20%
4.	Project	Week 15	10%
5.	Final Exam	Week 16	%40
Total			100%

*Assessment Activities (i.e., Written test, oral test, oral presentation, group project, essay, etc.)

E. Learning Resources and Facilities

1. References and Learning Resources

Essential References	Required text 1 Operations Management: Sustainability and Supply Chain Management, By Jay Heizer and Barry Render, 13th Edition (2019), <ul style="list-style-type: none"> ISBN-10 : 1292295031 ISBN-13 : 978-1292295039
Supportive References	
Electronic Materials	Electronic material such as online Videos related to OPM are provided through MLS
Other Learning Materials	Video from online resources

2. Required Facilities and equipment

Items	Resources
facilities (Classrooms, laboratories, exhibition rooms, simulation rooms, etc.)	Regular classrooms with whiteboard and projector. Lecture rooms with sufficient Audio-Visual facilities) Lecture Theater for Guest Lecture or Seminar)
Technology equipment (projector, smart board, software)	AV, Smart Board, Internet Connection, Learning Management System
Other equipment (depending on the nature of the specialty)	Sufficient qualified experts in finance Library/resource center (including on-line resources)



F. Assessment of Course Quality

Assessment Areas/Issues	Assessor	Assessment Methods
Effectiveness of teaching	<ul style="list-style-type: none"> Students Faculty Peers 	Indirect: <ul style="list-style-type: none"> course evaluation survey, Faculty reflection in course reports. Direct: class observations.
Effectiveness of students' assessment	<ul style="list-style-type: none"> students Faculty, Peers, 	Indirect: <ul style="list-style-type: none"> Course evaluation survey Direct: peer reviews
Quality of learning resources	<ul style="list-style-type: none"> Students Faculty Admin 	Indirect: <ul style="list-style-type: none"> Course evaluation survey. Direct: <ul style="list-style-type: none"> inventory checks with the library.
The extent to which CLOs have been achieved	<ul style="list-style-type: none"> Students Faculty 	Indirect: <ul style="list-style-type: none"> Course evaluation survey. Direct: <ul style="list-style-type: none"> Collecting data from different assessment activities.
Other		

Assessor (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify))

Assessment Methods (Direct, Indirect)

G. Specification Approval Data

COUNCIL /COMMITTEE	MANAGEMENT & MARKETING DEPARTMENT COUNCIL
REFERENCE NO.	MGT & MKT 1. 23-24
DATE	21 AUG 2023



Code	Course Learning Outcomes	Code of CLOs aligned with program	Code of CLOs aligned with ACCT program	Code of CLOs aligned with FIN program
1.0	Knowledge and understanding			
1.1	Interpret the importance of the operations function and its impact for business performance in production and service organizations.	K2	ACCT PLO K1	FIN PLO K2
1.2	Differentiate between authentic, duplicate, and counterfeit merchandise.	K2	ACCT PLO K2	FIN PLO K3
2.0	Skills			
2.1	Apply appropriate quantitative techniques to develop and evaluate operation plans and operation performance	S1	ACCT PLO S4	FIN PLO S4
2.2	Apply project management techniques to accomplish business tasks.	S1	ACCT PLO S4	FIN PLO S4
3.0	Values, autonomy, and responsibility			
3.1	Collaborate responsibly and constructively on leading diverse teams to perform a wide range of tasks	V1	ACCT PLO V2	FIN PLO V2

