

Operations Management

Credits	3.0
Faculty Name	Manimay Ghosh, mghosh@ximb.ac.in , 6647737
Program	1-year MBA (Executive Post Graduate Degree), FT
Academic Year and Term	2020-2021, Term 2

1. Course Objective: Most businesses are engaged in various activities and processes to create value for their customers by supplying various products and services. Operations managers, in particular, focus on designing and monitoring each work processes, identifying bottlenecks in the process, managing various resources such as people, machines, and materials judiciously so that right quality and quantity goods are offered to the customers timely. Operations is thus a core function in most organizations translating certain inputs to outputs (for example, flour to bread) to be used by the customers.

The scope of OM ranges from strategic to tactical and operational levels. Representative strategic issues include forecasting, capacity planning, locating the plant, and deciding the layout of the manufacturing/service facility. Tactical issues include aggregate planning. Operational issues involve managing inventory and quality of the product, planning the quantity and timing of components (MRP) required to manufacture the product, and implementing Lean Manufacturing (waste reduction) practices.

2. Learning Outcomes: On successfully completion of this course, students will be able to:

1.4. Demonstrate understanding key concepts and issues of operations. The students will also be able to apply analytical skills and problem-solving tools to solve operational issues in real world settings.

3. Required TextBook:

Operations Management, Stevenson, 12th Ed, McGraw Hill

4. Tentative Session Plan:

Session No.	Topics	Pre-reading*
1,2,3	Forecasting	Chap 3
4,5	Capacity Planning	Chap 5

6	Plant Location	Chap 8
7,8	Plant Layout	Chap 6
9,10,11	Inventory Management	Chap 13
12,13	Aggregate Planning	Chap 11
14,15	MRP	Chap 12
16,17	Quality Management	Chap 10
18	Lean Manufacturing	Chap 14
19,20	Group Presentation	

5. Evaluation:

1. Online Quiz 1	(Individual)	: 15 %
2. Online Quiz 2	(Individual)	: 15 %
3. Class attendance/participation		: 10 %
4. Assignment (group)		: 20 %
5. Final exam (comprehensive)		: 40 %
TOTAL		: 100 %

6. Academic Integrity: Utmost care is taken as to maintain class decorum, follow the exact evaluation norms, conduct fair examinations, fair and transparent evaluation of examination papers so as to maintain the highest level of academic integrity.

7. Assignment: Each group (2 members per group) must present the article from an academic journal (published between 2015-19) and submit a report (soft copy). The article selected can be from *any one* of the following areas:

- a. Forecasting
- b. Capacity
- c. Plant location
- d. Plant layout
- e. Lean manufacturing
- f. Quality management
- g. Inventory management

The typed report should not be more than 4 pages long (excluding the cover page). The group should *summarize the article and comment on its strengths and weaknesses*. On the cover page, you must mention the title of the article, author's name, journal name, year of publication, volume no, issue no. and page no and everyone's name with roll numbers representing the group. **A soft copy of the report is required 24 hours before the presentation.**

Secretary: Ms. Sushila Nayek, Old academic Block (Ground Floor), Email:
sushila@ximb.ac.in