

DSC2006 OPERATIONS MANAGEMENT

LECTURER: DR. MEI QI

SESSION: Semester I, 2014/2015

Course Description

All organisations have an operations function that is primarily responsible for the production and delivery of their products and services. The operations function therefore not only affects final product quality but also impacts customer service and the overall competitiveness of the organisation. The primary objectives of the module are to provide students with an introduction to, and an understanding of, the substantive knowledge which has developed over the years in the field of Operations Management (OM), and to highlight the relevance and strategic significance of the Operations function in enterprises.

This module will build around the traditional foundational topics of OM, we will nevertheless attempt to highlight some of the more current issues in the field. Students will be exposed to topics such as quality management, product and process design, capacity planning and inventory management in both manufacturing and service organisations.

Prerequisite

Although no prerequisite is stated, this module assumes prior knowledge of basic algebra, calculus, probability and statistics (i.e. expected value, variance, probability distributions such as Normal and Poisson). Students should ensure that they are adequately prepared for this module.

Textbooks

- R1: Operations Management: An Asian Perspective, McGraw-Hill, by Stevenson and Sum
- R2: Matching Supply with Demand, 3rd edition, McGraw-Hill, by Cachon and Terwiesch

Assessment Methods

- Final Exam 55%
- Midterm Exam (in MCQ format) 30%
- Tutorial Participation 15%