

## **Course Syllabus**

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**Class Meetings:** Thu  
Session I: 12pm - 2pm  
Session II: 4pm - 6pm

**Office Hours:** Tue, 4pm - 6pm, or by appointment

### **Course Description**

Operations Management is a classic functional area of management that deals with the production and delivery of goods and services in all enterprises. It focuses on the production and delivery system of the enterprise, which we define as the process by which resources are transformed into goods and services.

While Operations Management is a traditional functional field and this module will build around the traditional foundational topics of operations management, we will nevertheless attempt to highlight some of the more current issues in the field. In view of this, the course will consider issues pertaining to both manufacturing and services-oriented systems.

The primary objectives of the course 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, and to highlight the current relevance and strategic significance of the operations function in enterprises.

### **Basic Text**

1. Operations Management, 2<sup>nd</sup> Edition, Asia Global Edition, McGraw-Hill, by Stevenson and Sum

### **Reference Texts**

2. Operations Management, 10<sup>th</sup> Edition, McGraw-Hill, by Stevenson
3. Matching Supply with Demand, 2<sup>nd</sup> Edition, McGraw-Hill, by Cachon and Terwiesch

## Assessment Methods<sup>1</sup>

Final Exam	60%
Group Project	30%
Class Participation	10%

## Course Schedule & Contents<sup>2</sup>

<b>Week</b>	<b>Lecture Topic (with Chapter Readings from Stevenson and Sum)</b>	<b>Tutorial Topic</b>
1	Introduction to Operations Management (Chapters 1 and 2)	No Tutorial
2	Process and Capacity (Chapters 5 and 6)	No Tutorial
3	Queueing Theory (Lecture Notes)	Tutorial 1: Introduction to OM
4	Scheduling (Chapter 16)	Tutorial 2: Process and Capacity
5	Quality Management and Control (Chapters 9 and 10)	Tutorial 3: Queueing Theory
6	CNY Holiday. No Class. Happy Chinese New Year!	Tutorial 4: Scheduling
	Term Break!	No Tutorial
7	Inventory Management I (Chapter 12)	Tutorial 5: Quality Management and Control
8	Inventory Management II (Chapter 12)	Tutorial 6: Inventory Management I
9	Inventory Management III and Revenue Management (Chapter 12 & Lecture Notes)	Tutorial 7: Inventory Management II
10	Aggregate Planning (Chapter 13)	Tutorial 8: Inventory management III and Revenue Management
11	Supply Chain Game (Attendance will be taken.)	Tutorial 9: Aggregate Planning
12	Supply Chain Management (Chapter 11)	Tutorial 10: Group Project Presentation
13	JIT (Chapter 15) and Course Review	Tutorial 11: Group Project Presentation

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<sup>1</sup> Subject to change

<sup>2</sup> Subject to change