

DSC2006 OPERATIONS MANAGEMENT

LECTURER: DR. MEI QI

SESSION: Semester II, 2015/2016

Course Description

All organizations have an operations function that is primarily responsible for the production and delivery of their products and services. Therefore, the management of this operations function (i.e. **Operations Management**) not only affects final product quality but also impacts customer service and the overall competitiveness of the organization. The primary objectives of module DSC2006 Operations Management 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 product (or service) and process design, quality management, capacity planning and inventory management as well as supply chain management in both manufacturing and service organizations.

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.

Assessment Methods

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| • Final Exam | 60% |
| • Midterm Exam (in MCQ format) | 30% |
| • Tutorial Participation | 10% |