

City University of Hong Kong

**Information on a Course
offered by Department of Management Sciences
with effect from Semester A in 2014 / 2015**

Part I

Course Title: Operations Management

Course Code: FB5721

Course Duration: 4 weeks, one semester

No. of Credit Units: 2

Level: P5

Medium of Instruction: English

Prerequisites: FB5731 Business Analytics and Decision Modelling

Precursors: Nil

Equivalent Courses: Nil

Exclusive Courses: MS6325 Operations Management
MS6325A Operations Management

Part II

1. Course Aim:

- To explain several selected key topics in the functional area of “Operations Management.”
- To discover, design, and apply these key concepts in various operations
- To critically evaluate the improvements based on performance indicators

2. Course Intended Learning Outcomes (CILOs)

Upon successful completion of this course, students should be able to:

No.	CILOs	Weighting (if applicable)
1.	Explain the key concepts, ideas and techniques within the core areas of Operations Management, and in the more advanced areas chosen in the elective courses. (Attitude)	10%
2.	Describe the nature of operational practices and challenges currently being encountered in business organizations, and the environment in which they operate. (Attitude)	10%
3.	Define and formulate operational problems in business organizations. (Ability)	25%
4.	Select and apply appropriate operations management techniques and evaluate solutions to these problems. (Ability)	15%
5.	Design suitable business operational processes for organizations in both local and global frameworks (Accomplishment)	25%
6.	Read, comprehend and critically evaluate business literature , especially as it relates to Supply Chain Management at an appropriate level. (Accomplishment)	15%

3. Teaching and Learning Activities (TLAs)

(Indicative of likely activities and tasks designed to facilitate students' achievement of the CILOs. Final details will be provided to students in their first week of attendance in this course)

Indicative of likely activities and tasks students will undertake in this course.

Final details will be provided to students in the first meeting of the course.

- Lecture and Class Discussions
Concepts and general knowledge of the subject material are explained and discussed.
- Exercises
Problems sets are assigned for students to consolidate their understanding of the concepts and methods.
- Case Studies
Students are required to work on one or more cases.
- Group Presentation
Students may be required to present their case study results.

Constructive Alignment of ILOs and Teaching and Learning Activities

ILO	Teaching and Learning Activity			
	Lecture and Class Discussion	Exercises	Case Study	Group Presentation
1-6	Yes	Yes	Yes	Yes

4. Assessment Tasks/Activities

(Indicative of likely activities and tasks designed to assess how well the students achieve the CILOs. Final details will be provided to students in their first week of attendance in this course)

CILO	AT1	AT2	AT3
	Exercises	Discussion Papers / Case Studies	Class Participation
1	1	1	2
2	1	1	2
3	1	3	2
4	3	1	2
5	2	2	2
6	2	2	2
Total	40%	50%	10%

Remarks: 1: minor focus on the ILO; 2: significant focus on the ILO; 3: major focus on the ILO

5. Grading of Student Achievement: Refer to Grading of Courses in the Academic Regulations for Taught Postgraduate Degrees.

Exercises

Letter Grade	Grade Point	Grade Definitions	
A+	4.3	Excellent:	Provide fully or very-close-to-fully correct answers to the problems/questions.
A	4.0		
A-	3.7		
B+	3.3	Good:	Provide good and close-to-fully correct answers to the problems/questions.
B	3.0		
B-	2.7		
C+	2.3	Adequate:	Provide an adequate number of correct answers to the problems/questions.
C	2.0		
C-	1.7		
D	1.0	Marginal:	Provide a small number of correct answers to the problems/questions.
F	0.0	Failure:	Little or no evidence of ability to provide correct answers to the problems/questions

Discussion Papers / Case Studies

Letter Grade	Grade Point	Grade Definitions	
A+	4.3	Excellent:	Strong evidence of original thinking; good organization, capacity to analyse and synthesize; strong evidence of extensive knowledge base.
A	4.0		
A-	3.7		
B+	3.3	Good:	Evidence of understanding of subject, some evidence of critical capacity and analytic ability; reasonable understanding of issues; evidence of use of literature.
B	3.0		
B-	2.7		
C+	2.3	Adequate:	Some evidence of understanding of subject, little evidence of critical capacity and analytic ability; reasonable understanding of issues.
C	2.0		
C-	1.7		
D	1.0	Marginal:	Sufficient understanding of the subject matter to enable the student to progress without repeating the case report.
F	0.0	Failure:	Little evidence of understanding of the subject matter; weakness in critical and analytic skills; limited or irrelevant use of literature.

Group Presentation

Letter Grade	Grade Point	Grade Definitions	
A+	4.3	Excellent:	Clearly and correctly state most of the critical points and important contributions of the case. Discuss issues critically. Good presentation skills. Evidence of relevant use of literature.
A	4.0		
A-	3.7		
B+	3.3	Good:	Clearly and correctly state many of the critical points and important contributions of the case. Discuss issues critically. Good presentation skills.
B	3.0		
B-	2.7		
C+	2.3	Adequate:	Clearly and correctly state a good number of critical points and contributions of the case.
C	2.0		
C-	1.7		
D	1.0	Marginal:	State a small number of critical points and contributions of the case.
F	0.0	Failure:	Little evidence of understanding of the subject matter; weakness in critical and analytic skills.

Class Participation

Letter Grade	Grade Point	Grade Definitions	
A+	4.3	Excellent:	No less than 90% attendance. Actively participates in and facilitates class discussions. Ask thoughtful questions and answers actively
A	4.0		
A-	3.7		
B+	3.3	Good:	No less than 80% attendance. Participates in class discussions. Asks and answers some questions
B	3.0		
B-	2.7		
C+	2.3	Adequate:	No less than 60% attendance
C	2.0		
C-	1.7		
D	1.0	Marginal:	No less than 30% attendance
F	0.0	Failure:	Complete Absence

Part III

Keyword Syllabus:

A selection of several of the following topics:

- Forecasting
- Facilities Layout and Location
- Linear Programming Applications
- Design of Work Systems
- Inventory and Supply Chain Management
- Aggregate Planning
- Scheduling
- Project Management and Scheduling
- Quality Control and Reliability
- Other Relevant Operations Management Topics

Recommended Readings:

Current or suitable editions of a standard Operations Management textbook, such as: Stevenson WJ, Operations Management, McGraw Hill.

Other relevant supplementary material, cases and references to be assigned by the course instructor.