City University of Hong Kong
Course Syllabus

offered by Department of Management Sciences
with effect from Semester A 2017 /18

Part I Course Overview

Course Title:	Operations Management
Course Code:	FB5721
Course Duration:	One semester
Credit Units:	2
Level:	P5
Medium of Instruction:	English
Medium of Assessment:	English
Prerequisites: *(Course Code and Title)*	FB5731 Business Analytics and Decision Modelling
Precursors: *(Course Code and Title)*	Nil
Equivalent Courses: *(Course Code and Title)*	Nil
Exclusive Courses: *(Course Code and Title)*	MS6325 Operations Management, MS6325A Operations Management

Part II Course Details

1. Abstract

This course aims to:

- 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)

(CILOs state what the student is expected to be able to do at the end of the course according to a given standard of performance.)

No.	CILOs	Weighting (if applicable)	Discovery-enriched curriculum related learning outcomes (please tick where appropriate)		
			A1	*A2*	*A3*
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.	10%	✓		
2.	Describe the nature of operational practices and challenges currently being encountered in business organizations, and the environment in which they operate.	10%	✓		
3.	Define and formulate operational problems in business organizations.	25%		✓	
4.	Select and apply appropriate operations management techniques and evaluate solutions to these problems.	15%		✓	
5.	Design suitable business operational processes for organizations in both local and global frameworks.	25%			✓
6.	Read, comprehend and critically evaluate business literature, especially as it relates to Supply Chain Management at an appropriate level.	15%			✓
		100%			

A1: Attitude
Develop an attitude of discovery/innovation/creativity, as demonstrated by students possessing a strong sense of curiosity, asking questions actively, challenging assumptions or engaging in inquiry together with teachers.

A2: Ability
Develop the ability/skill needed to discover/innovate/create, as demonstrated by students possessing critical thinking skills to assess ideas, acquiring research skills, synthesizing knowledge across disciplines or applying academic knowledge to self-life problems.

A3: *Accomplishments*
Demonstrate accomplishment of discovery/innovation/creativity through producing /constructing creative works/new artefacts, effective solutions to real-life problems or new processes.

3. Teaching and Learning Activities (TLAs)

(TLAs designed to facilitate students' achievement of the CILOs.)

TLA	Brief Description	CILO No.						Hours/week (if applicable)
		1	2	3	4	5	6	
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.	✓	✓	✓	✓	✓	✓	

4. Assessment Tasks/Activities (ATs)

(ATs are designed to assess how well the students achieve the CILOs.)

Assessment Tasks/Activities	CILO No.						Weighting	Remarks
	1	2	3	4	5	6		
Continuous Assessment: __100__%								
Exercises	✓	✓	✓	✓	✓	✓	40%	
Discussion Papers / Case Studies	✓	✓	✓	✓	✓	✓	50%	
Class Participation	✓	✓	✓	✓	✓	✓	10%	
Examination: __0__% (duration: , if applicable)								
							100%	

5. Assessment Rubrics

(Grading of student achievements is based on student performance in assessment tasks/activities with the following rubrics.)

Assessment Task	Criterion	Excellent (A+, A, A-)	Good (B+, B, B-)	Fair (C+, C, C-)	Marginal (D)	Failure (F)
1. Exercises	Understanding the concepts and methods of Operations Management	High	Significant	Moderate	Basic	Not even reaching marginal levels
2. Discussion Papers / Case Studies	Ability to apply appropriate operations management techniques and evaluate solutions	High	Significant	Moderate	Basic	Not even reaching marginal levels
3. Class Participation	Contribution through readings, in-class exercises, and active and insightful class participation. Punctual and nearly full attendance	High	Significant	Moderate	Basic	Not even reaching marginal levels

Part III Other Information (more details can be provided separately in the teaching plan)

1. Keyword Syllabus

(An indication of the key topics of the course.)

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

2. Reading List

2.1 Compulsory Readings

(Compulsory readings can include books, book chapters, or journal/magazine articles. There are also collections of e-books, e-journals available from the CityU Library.)

Nil

2.2 Additional Readings

(Additional references for students to learn to expand their knowledge about the subject.)

1.	Current or suitable editions of a standard Operations Management textbook, such as: Stevenson WJ, Operations Management, McGraw Hill.
2.	Other relevant supplementary material, cases and references to be assigned by the course instructor.