

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: MS6325A

Course Duration: One Semester

Credit Units: 3

Level: P6

Medium of Instruction: English

Prerequisites: Nil

Precursors: Nil

Equivalent Courses: MS6325 Operations Management

Exclusive Courses: FB5721 Operations Management

Part II

Course Aims

This course aims to provide students with an understanding of operational concepts and issues from the perspective of improved organizational competitiveness.

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%

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)

TLA1: Lecture

- Lectures: Concepts and general knowledge operations management are explained.
- Peer Learning: Students will be asked to work in a group of two or three peers to recap and answer questions of the major topics that they learned in the previous lecture. They are required to share and present their answers to the class.
- Videos: Showing videos about business cases and scenarios. Follow up with class discussion.

TLA2: Tutorial

Students may be required to team up with their classmates and participate in the following activities:-

- *Tutorial exercises and activities*: Students respond to and participate in the in-class exercises and activities. They are required to apply real life examples or their own working experiences to their learnt subjects.
- *Group discussion & case study*: Discussion of various aspects of the assigned major issues or questions as well as the assigned case studies.

Constructive Alignment of CILOs and Teaching and Learning Activities

CILO No.	TLA1	TLA2
CILO 1	2	1
CILO 2	2	1
CILO 3	2	1
CILO 4	2	1
CILO 5	2	1
CILO 6	2	1

(1: Minor focus on the ILO; 2: Main focus on the ILO)

Constructive Alignment of CILOs and Assessment Methods

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)

Remarks: 1 (Least important), 2 (Important), 3 (Very important)

CILO	AT1	AT2
	Examination (2 hours)	Coursework
1	1	1
2	1	1
3	1	3
4	3	1
5	2	2
6	2	2
Total	50%	50%

Grading of Student Achievement:

Refer to Grading of Courses in the Academic Regulations for Taught Postgraduate Degrees.

AT1: Examination

Letter Grade	Grade Point	Grade Definitions	
A+	4.3	Excellent:	Strong evidence of knowing how to apply the key concepts of managing services into real life service operations scenarios.
A	4.0		
A-	3.7		
B+	3.3	Good:	Evidence of knowing how to apply the key concepts of managing services into real life service operations scenarios.
B	3.0		
B-	2.7		
C+	2.3	Adequate:	Some evidence of knowing how to apply the key concepts of managing services into real life service operations scenarios.
C	2.0		
C-	1.7		
D	1.0	Marginal:	Sufficient familiarity with the subject matter to enable the student to progress without repeating the assignment.
F	0.0	Failure:	Little or no evidence of familiarity with the subject matter.

AT2: Coursework

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

Effectiveness of DEC Integration:

CILO No.	Types of Assessment Tasks (ATs)	Assessment Details	Weighting (if applicable)
1-6	Examination	Towards the end of semester students write and reflect upon their learning experiences and challenges.	50%
1-6	Coursework	Towards the end of semester students write and reflect upon their learning experiences and challenges.	50%

Part III

Keyword Syllabus

Operations Management and Strategy; Design of Services and Processes in the Service Sector; Capacity Management; Facility Location Planning; Layout Planning; Job Design and Work Measurement; Project Management; Inventory Management; Aggregate Planning and Capacity Requirements Planning; Operations Scheduling Systems; Reliability and Maintenance; Statistical Quality Control; Productivity Management and Techniques of Organizational Productivity Measurement.

Recommended Readings

Operations Management: An Asia Perspective, by William Stevenson and Chee Chuong Sum, International edition, McGraw-Hill, 2011.

Operations Management for Competitive Advantage, by Chase, Jacobs and Aquilano, 11th International edition, McGraw-Hill, 2006.