

City University of Hong Kong
Course Syllabus

offered by Department of Management Sciences
with effect from Semester A 2019 / 2020

Part I Course Overview

Course Title: Operations Management

Course Code: CB2201

Course Duration: One Semester

Credit Units: 3

Level: B2

Arts and Humanities

Proposed Area:
(for GE courses only)

Study of Societies, Social and Business Organisations

Science and Technology

Medium of Instruction: English

Medium of Assessment: English

Prerequisites:
(Course Code and Title) Nil

Precursors:
(Course Code and Title) Nil

Equivalent Courses:
(Course Code and Title) Nil

Exclusive Courses:
(Course Code and Title) Nil

Part II Course Details

1. Abstract

(A 150-word description about the course)

- a) Expose students to the problems and issues confronting operations managers.
- b) Provide students with the concepts, insights and tools to deal with operations issues for gaining competitive advantage.
- c) Study the management and improvement of operations capabilities of different organizations.

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.	Describe the design and delivery of product/service in different organizations and evaluate the systems for measurement and improvement of operations.	10%		✓	
2.	Identify and describe operations management as one of the core business functions.	10%	✓		
3.	Integrate operations management with other business functions to support a coherent corporate strategy, and determine how operations management decisions impact other business functions.	20%		✓	
4.	Identify a wide range of contemporary and pervasive business issues that impact the management of operations.	15%	✓		
5.	Apply a range of appropriate quantitative and qualitative methods and tools to solve business problems in which management of operations is a critical issue.	30%			✓
6.	Discuss the role of operations management in sustainability and social responsibility.	15%	✓		
		100%			

* If weighting is assigned to CILOs, they should add up to 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.)

This course will be structured as a series of three-hour lectures, once per week, with problem solving and demonstrations in the classroom. Students are expected to participate in group discussion and in-class exercise to develop their critical thinking and communication skills.

TLA	Brief Description	CILO No.						Hours/week (if applicable)
		1	2	3	4	5	6	
Lecture	Concepts and techniques in operations management will be explained and demonstrated	✓	✓	✓	✓	✓	✓	
In-class exercise and group discussion	Students work in groups to brainstorm ideas or discuss the answers to questions raised in class.	✓	✓	✓	✓	✓	✓	
Project	Students work in teams to study operations management practice of an organization to reflect on what they learn in class	✓	✓	✓	✓	✓	✓	

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: <u>50%</u>								
<u>Participation / In-class Exercises / Assignments</u> Students work in groups or individually to apply operations management knowledge they learn on class.	✓	✓	✓	✓	✓	✓	20%	
<u>Final Project</u> Students work in groups to analyze an operations management case that they pick.	✓	✓	✓	✓	✓	✓	30%	
Examination: <u>50%</u> (duration: 2 hours , if applicable)								
<u>Final Examination</u> Students will be assessed via the examination on their understanding of the concepts and skills of operations management.	✓	✓	✓	✓	✓	✓	50%	
							100%	

* The weightings should add up to 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. Participation / In-class Exercises / Assignments	Students will participate in in-class exercises and assignments to brainstorm ideas and to gain exposure on different operations management practices.	Strong evidence of showing familiarity with key concepts and definitions. Clearly and correctly structure most critical points and important contributions of the assigned questions or problems. Critically discuss issues and draw most relevant implications to apply daily life examples of issues. High participation and excellent presentation skills.	Evidence of showing familiarity with key concepts and definitions. Clearly and correctly state some critical points and contributions of the assigned questions or problems. Critically discuss issues and draw some relevant implications to apply daily life examples of issues. High participation and good presentation skills.	Evidence of showing adequate review of literature and key concepts. Understanding of the subject, ability to develop solutions to simple and basic problems in the assigned questions and problems.	State a few critical points and marginal contributions of the assigned questions and problems.	State no critical points and no contributions of the assigned questions and problems.
2. Final Project	Students will work in teams to analyze operations management practice of real-world organizations.	Strong evidence of original thinking; good organization, capacity to relate practice to the subject / content knowledge; strong evidence of extensive cognitive skills	Evidence of original thinking; good organization, capacity to relate the industry practice to the subject / content knowledge; strong evidence of extensive	Some evidence of original thinking; good organization, capacity to relate the industry practice to the subject / content knowledge; strong evidence of extensive cognitive skills such as	Marginal evidence of original thinking; good organization, capacity to relate the learning from industry practice to the subject / content knowledge; strong evidence of extensive cognitive skills such as creative	Little evidence of original thinking; good organization, capacity to relate the learning from the industry practice to the subject / content knowledge; strong evidence of extensive cognitive skills such

		such as creative and critical thinking to identify impacts of industry practice as a university student, future professional and global citizen.	cognitive skills such as creative and critical thinking to identify impacts of the industry practice as a university student, future professional and global citizen.	creative and critical thinking to identify impacts of the industry practice as a university student, future professional and global citizen.	and critical thinking to identify impacts of the industry practice as a university student, future professional and global citizen.	as creative and critical thinking to identify impacts of the industry practice as a university student, future professional and global citizen.
3.Final Examination	Examination are designed to assess students' knowledge of operations management concepts and the use of tools and techniques in solving operations management problems	Strong evidence of knowing how to apply their knowledge in operations management.	Evidence of knowing how to apply their knowledge in operations management.	Some evidence of knowing how to apply their knowledge in operations management.	Sufficient familiarity with the subject matter to enable the student to progress without repeating the assignment.	Little evidence of familiarity with the subject matter

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.)

Historical development of operations management; Product and service design; Supply chain management; Process analysis; Facility planning; Location and layout decision making; Service delivery; Distribution and inventory planning; Demand management; Quality and lean operations; Operations strategy; Globalization and Corporate social responsibility

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.)

1.	Jacobs and Chase, "Operations and Supply Management: The Core", McGraw-Hill, 2010.
2.	Slack et.al, "Operations and Process Management", Prentice Hall, 2009.
3.	Cachon and Terwiesch, "Matching Supply with Demand: An Introduction to Operations Management," 3rd edition, McGraw Hill, 2013.

2.2 Additional Readings

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

1.	Nil
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