

MS4306: BEST PRACTICES IN GLOBAL OPERATIONS MANAGEMENT

Effective Term

Semester A 2024/25

Part I Course Overview

Course Title

Best Practices in Global Operations Management

Subject Code

MS - Management Sciences

Course Number

4306

Academic Unit

Management Sciences (MS)

College/School

College of Business (CB)

Course Duration

One Semester

Credit Units

3

Level

B1, B2, B3, B4 - Bachelor's Degree

Medium of Instruction

English

Medium of Assessment

English

Prerequisites

MS3261 Business Modeling with Spreadsheets or CB2011 Solving Business Problems with Spreadsheets or CB2203 Data-driven Business Modeling

Precursors

Nil

Equivalent Courses

Nil

Exclusive Courses

Nil

Part II Course Details

Abstract

This course aims to provide students with in-depth knowledge to analyse and find solutions for major business challenges relating to global operations management. It examines the best industry practices of global operations management and its role in multinational corporations. Additionally, the course exposes students to recent developments and contemporary incidents related to the operations of multinational corporations.

Course Intended Learning Outcomes (CILOs)

CILOs		Weighting (if app.)	DEC-A1	DEC-A2	DEC-A3
1	Recognize the importance of global operations management by understanding major functional activities, including product design, information systems, production planning & control, inventory management, warehouse management, forecasting, customer services, and quality management.	10	x		
2	Analyze critical problems in global operations management across different industries and evaluate how these issues impact overall business performance.	25		x	
3	Critique real-world solutions used in global operations management practices, assessing their effectiveness and applicability.	25			x
4	Develop and defend practical solutions for identified problems in global operations management, demonstrating the ability to apply theoretical knowledge to real-world scenarios.	20			x
5	Enhance communication skills by producing well-organized written texts and delivering effective oral presentations on topics related to global operations management.	10		x	
6	Collaborate effectively within a team to solve complex operational challenges, demonstrating the ability to work cohesively and productively with others.	10	x		

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 real-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.

Learning and Teaching Activities (LTAs)

	LTAs	Brief Description	CILO No.	Hours/week (if applicable)
1	Lectures and Case studies Analysis	Students will prepare for the reading of cases at home and analyze the case issues in class. Their findings are then prioritized and synthesized. They are required to understand, evaluate and critique operational practices of different multinational corporations.	1, 2, 3, 4, 5, 6	
2	Group discussion	Students will work in groups to brainstorm ideas or discuss the answers to questions arising from case study problems.	1, 2, 3, 4, 5, 6	
3	Discussion sharing and presentation	Students will engage in groups to share and present conclusions from their findings and discussions to the class. Other students will respond by critiquing the arguments and points of view.	1, 2, 3, 4, 5, 6	
4	Group Project	Students will engage in group projects to critique real-world solutions used in global operations management practices. Collaborating with peers will allow students to assess the effectiveness of these solutions and explore their applicability in various contexts.	1, 2, 3, 4, 5, 6	

Assessment Tasks / Activities (ATs)

	ATs	CILO No.	Weighting (%)	Remarks (e.g. Parameter for GenAI use)
1	Quizzes Regular quizzes will assess students understanding of the fundamental concepts and major functional activities in global operations management.	1, 2, 3, 4	10	

2	Class Participation Students actively participate in in-class discussions to analyze and contrast critical problems in global operations management across different industries.	1, 2, 3, 4, 5, 6	30	
3	Group Project A collaborative project where students will critique real-world solutions used in global operations management practices, develop and defend practical solutions for identified problems, and produce a comprehensive report.	1, 2, 3, 4, 5, 6	30	
4	Presentations Group presentations where students will present their findings and solutions related to global operations management topics and the group project.	1, 2, 3, 4, 5, 6	30	

Continuous Assessment (%)

100

Examination (%)

0

Assessment Rubrics (AR)**Assessment Task**

Quizzes

Criterion

Students demonstrate their abilities to analyze and to evaluate operations management issues and business practices

Excellent (A+, A, A-)

Demonstrates comprehensive understanding and application of concepts with no significant errors.

Good (B+, B, B-)

Shows good understanding with minor errors or omissions.

Fair (C+, C, C-)

Displays basic understanding but with noticeable gaps.

Marginal (D)

Shows limited understanding with significant errors.

Failure (F)

Fails to demonstrate understanding of the key concepts.

Assessment Task

Class participation

Criterion

Students will contribute to in-class discussion to bring up key ideas, supports claims made, provide practical experience, open new doors to investigate, ask questions and provide insights.

Excellent (A+, A, A-)

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.

Good (B+, B, B-)

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.

Fair (C+, C, C-)

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.

Marginal (D)

State a few critical points and marginal contributions of the assigned questions and problems.

Failure (F)

State no critical points and no contributions of the assigned questions and problems.

Assessment Task

Group Project

Criterion

Students collaborate to formally present as a group to report and present their analysis in a final project

Excellent (A+, A, A-)

Strong evidence of original thinking; good organization, capacity to relate the topic chosen to the subject / content knowledge; strong evidence of extensive cognitive skills such as creative and critical thinking to identify impacts of the company as a university student, future professional and global citizen.

Good (B+, B, B-)

Evidence of original thinking; good organization, capacity to relate the company to the subject / content knowledge; strong evidence of extensive cognitive skills such as creative and critical thinking to identify impacts of the company as a university student, future professional and global citizen.

Fair (C+, C, C-)

Some evidence of original thinking; good organization, capacity to relate the company to the subject / content knowledge; strong evidence of extensive cognitive skills such as creative and critical thinking to identify impacts of the company as a university student, future professional and global citizen.

Marginal (D)

Marginal evidence of original thinking; good organization, capacity to relate company to the subject / content knowledge; strong evidence of extensive cognitive skills such as creative and critical thinking to identify impacts of the company as a university student, future professional and global citizen.

Failure (F)

Little evidence of original thinking; good organization, capacity to relate the company to the subject / content knowledge; strong evidence of extensive cognitive skills such as creative and critical thinking to identify impacts of the company as a university student, future professional and global citizen.

Assessment Task

Presentation

Criterion

Collaborate in groups to identify and analyze the technical and management requirements for implementing an integrated operations management system Present finding in an oral presentation.

Excellent (A+, A, A-)

Comprehensive analysis, innovative solutions, and highly professional presentation with clear, articulate delivery.

Good (B+, B, B-)

Thorough analysis, good solutions, and professional presentation with effective delivery.

Fair (C+, C, C-)

Adequate analysis, workable solutions, and clear presentation with satisfactory delivery.

Marginal (D)

Basic analysis, minimal solutions, and understandable presentation with limited delivery.

Failure (F)

Inadequate analysis, poor solutions, and unclear presentation with ineffective delivery.

Part III Other Information

Keyword Syllabus

Course materials are mainly taken from January-February issues of the journal Interfaces (Applied Analytics). These issues publish the finalists of the INFORMS Franz Edelman competition, a prestigious competition running for over twenty years to select the best applications of the previous year. The cases used for the course are selected to cover a wide range of types of problems, industries and techniques. Occasionally, recent incidents related to operations management may also be used as case discussion.

Reading List

Compulsory Readings

Title	
1	At least 3 cases assigned by the course instructor.

Additional Readings

Title	
1	Ellet, W., "The Case Handbook: How to Read, Discuss and Write Persuasively About Cases" , 2007.