



Course Syllabus Form

1. College: College of Business Administration						
2. Department: Management and Marketing						
3. Program: College Undergraduate Programs						
4. Course code: MGT236						
5. Course title: Production Management						
6. Course credits: 3						
7. Pre-requisites: MGT230						
8. Lectures Timing & Location: Section 3: MW 13:00-14:15, Room S1B-033 Section 4: MW 14:30-15:45, Room S1B-041						
9. Course web-page: www.wiley.com/college/reid						
10. Course coordinator: Dr. Amin Al-Agha						
Course instructor: Dr. Hatem Masri Office no. S1B-130 Office Tel. no. 17438557						
11. Academic year: 2018/2019						
12. Semester:	X	First		Second		Summer
13. Textbook(s): Reid , R. D., and Sanders, N.(2014), Operations Management: An Integrated Approach, John Wiley ,ISBN:978-0-470-52458-9						
14. References: Barnes, D. (2008), Operations Management: An International Perspective, Thomson Learning. ISBN: 978-1-84480-534-1. Heizer, J. et al (2013), Operations Management, Pearson, ISBN: 978-1-4479-0296-6.						
15. Other resources used (e.g. e-Learning, field visits, periodicals, software, etc.): www.wiley.com/college/reid , for cases, web links, and additional resources and information						
16. Course description (from the catalog): Introduction to operations management; business strategy and operations strategy; product and process decisions and design; supply chain management; total quality management; inventory management, project management.						
17. Course Intended Learning Outcomes (CILOs):						
<i>CILOs</i>				<i>Mapping to PILOs</i>		
	<i>a</i>	<i>b</i>	<i>c</i>	<i>d</i>	<i>e</i>	<i>f</i>
1. Develop business and operations strategies in manufacturing and service sector to improve the operational performance.	X	X				
2. Understanding the principles and applications relevant to the project planning, design, and operations of manufacturing and service firms.				X		X
3. Define the concepts and recognize the role of operations management and current issues in supply chain management, inventory management and quality management.		X			X	
4. Recognize situations in a production system environment that suggests the use of certain quantitative methods to assist in decision making on operations management.			X			

18. Course assessment:				
<i>Assessment Type</i>	<i>Details/ Explanation of Assessment in relation to CILOs</i>	<i>Number</i>	<i>Weight</i>	<i>Date(s)</i>
Quizzes/ Assignments/ Projects/ Case Studies	1,3,4	To be decided by instructors	20 %	To be decided by instructors
Test 1 Chapters 1 and 2	1,2,4	1	20 %	/11/2018
Test 2 Chapters 3 and 4	2,3,4	1	20 %	/12/2018
Final Chapters 5,12 and 16	2,3,4	1	40 %	11/ 1/2019 (8:30-10:30 am.)
Total			100%	
19. Description of Topics Covered				
<i>Topic Title (e.g. chapter/title)</i>	<i>Description</i>			
Chapter 1: Introduction to Operations Management	What is Operations management?/ Differences between manufacturing and service organizations / Operations management decisions/ Historical development / Today's operations management /operations management in practice/OM across the organization			
Chapter 2 : Operations Strategy, Competitiveness, and Productivity	The role of operations strategy/ Developing a business strategy(mission ,environmental scanning, core competencies, putting it together) / Developing an operations strategy (competitive priorities, the need for trade-offs, order winners and qualifiers)/productivity, measuring productivity, interpreting productivity measure, productivity and competitiveness			
Chapter 3: Product Design and Process Selection	Product design (design of services versus goods)/The product design process(idea development, product screening, preliminary design and testing, final design)/ Factors impacting product design(design for manufacture, product life cycle, concurrent engineering, remanufacturing)/ Process selection (types of processes) / designing processes/ Linking product design and process selection(product design decisions, competitive priorities, facility layout, product and service strategy, degree of vertical integration) / Designing services(How are services different from manufacturing?, How are services classified?, The service package, Differing service designs).			
Chapter 4 : Supply Chain Management	What is a supply chain?/supply chain management/ Components of a supply chain(external suppliers, internal functions, external distributors) /The bullwhip effect(causes of and counteracting the bullwhip effect)/ Factors affecting supply chain management(information technology and e-commerce, consumer expectations and competition , globalization, the environment(green supply chain), infrastructure issues, product proliferation) / Vertical integration/ In-sourcing versus outsourcing decisions.			

Chapter 5: Total Quality Management	Defining quality(differences between manufacturing and service organizations)/ Costs of quality/ The philosophy of total quality management(customer focus, continuous improvement, employee empowerment, use of quality tools, product design(quality function deployment is not required), process management, managing supplier quality)
Chapter 12: Inventory Management	Types of inventory/ How companies use their inventory / Objectives of inventory management (customer service, cost-efficient operations, minimum inventory investment)/ Relevant inventory costs(Item cost, Holding cost , Ordering cost, Shortage cost) / Determining order quantities/ Mathematical models for determining order quantity (the Economic order quantity model and the Economic production quantity model)
Chapter 16: Project Management	Defining a project/ Project life cycle (Conception, Feasibility analysis or study, Planning, Execution, Termination)/ Network planning techniques{ The Critical Path Method(CPM), The Program Evaluation and Review Technique (PERT) / The earliest- start Gantt Chart}

20. Course Weekly Breakdown:

Week	Date	Topics covered	CILOs	Teaching Method	Assessment	
1	16-20 Sept.	Introduction to Operations Management	1,2	<i>Explaining Collaborating Demonstrating</i>	Quizzes/ Assignments/ Projects/ Case Studies and Test 1	
2	23-27 Sept.					
3	30 Sept.- 4 Oct.	Operations Strategy , Competitiveness, and Productivity	1,2,4			
4	7-11 Oct.					
5	14-18 Oct.	Product Design and Process Selection	2,4			Quizzes/ Assignments/ Projects Case Studies and Test 2
6	21-25 Oct.					
7	28 Oct.-1 Nov.					
8	4-8 Nov.	Mid- Semester Break				
9	11-15 Nov.	Supply Chain Management	3,4	<i>Explaining Collaborating Demonstrating Learning by teaching</i>	Quizzes/ Assignments/ Projects Case Studies and Final exam	
10	18-22 Nov.	Total Quality Management	3,4			
11	25-29 Nov.					
12	2-6 Dec.	Inventory Management	3,4			
13	9-13 Dec.					
14	16-20 Dec.					
15	23-27 Dec.	Project Management	2,4			
16	30 Dec.- 3 Jan. 2019					

Prepared by: Dr. Amin Al-Agha

Date: 5/11/2016

Approved by the Department Council on:

