COURSE OUTLINE

Title: Production and Operations Management
Abbreviation and Number: MGMT310
AB Paper No.: 14-28
School: Business
Department: Management, Marketing and Administrative Office Management
Credits: 3
Course Sequence: ( ) Fall ( X ) Spring ( ) Fall and Spring
Hours Per Week: ( 3 ) Lecture ( ) Seminar ( ) Laboratory ( ) Studio ( ) Kitchen ( ) Other (Specify)
Pre-requisite(s): STAT 201 and MGMT 203
Co-requisite(s): None

COURSE DESCRIPTION
Students are introduced to the functional areas of production and operations management as practiced in manufacturing and services industries. Operations management applications will be made in factory, health-care, tourism, other service industries, education and government agencies.

SPECIFIC OBJECTIVES
Upon successful completion of this course, students will be able to
1) design goods and services;
2) produce quality assurance programme;
3) examine process and capacity;
4) develop location, layout and supply-chain management strategies;
5) analyse human resources and job design;
6) analyse inventory and material requirements planning;
7) design intermediate and short-term scheduling; and
8) critique maintenance programme.

COURSE CONTENT
I. Management
   A. Operations and productivity
   B. Operations strategy in a global environment
   C. Project management
   D. Forecasting

II. Designing operations
   A. Goods and services
   B. Managing quality
      Statistical Process Control (SPC)
   C. Process strategy and sustainability
      capacity and constraint management
   D. Location strategies
   E. Layout strategies
   F. Human resources, job design and work measurement
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III. Managing operations
   A. Supply-chain management
   B. Inventory management
   C. Aggregate planning
   D. Material Requirements Planning (MRP)
   E. Short-term scheduling
   F. Just-In-Time (JIT) and lean operations
   G. Maintenance and reliability

IV. Quantitative models
   A. Decision-making tools
   B. Linear programming
      fundamentals of Simplex Method
   C. Waiting-Line
   D. Transportation
   E. Learning curves
   F. Simulation

ASSESSMENT
Case Studies……………………………………….40%
In-class Examinations………………………………25%
Final Examination …………………………………..35%
Total………………………………………..……….100%

REQUIRED TEXT

SUPPLEMENTARY READINGS/MATERIALS

JOURNALS
Academy of Management
Advanced Management
Business Week
California Management Review
Harvard Business Review
Journal of Business Strategy
Journal of Services and Operations Management
MIT Sloan Management Review
Strategic Management Journal
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**WEBSITES**

- www.mckinseyquarterly.com/home.aspx
- www.money.cnn.com/magazines/fortune/
- www.forbes.com/
- www.hbswk.hbs.edu/index.html
- www.pim.com.pk/faq.htm