

**Master of Business Administration**  
**College of Graduate Study of Management**  
**Khon Kaen University**  
**Course Syllabus (Executive MBA# 8 Week End)**

**SUBJECT** : 900 716 : Operations Management  
**INSTRUCTOR** : Dr. Kittipong Sirichoti ([kittipongsrc@au.edu](mailto:kittipongsrc@au.edu))

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**Objective :**

This course covers both service and manufacturing enterprises. Its purpose is to provide an understanding of operations as a major functional area of business and to show how operations decision making can be improved by utilizing all the underlined disciplines: behavioral, quantitative, economic and systems. Production objective, process design and improvement, quality management, location and layout strategies , human resources management and work study, supply chain management, materials requirement planning and the application of resource allocation and profit maximization will be topics of discussion.

**Topics to cover :**

<b>Chapter</b>	<b>Date</b>	
Chapter 1&2: Operations and Productivity	Sun 1 Feb 09	
Chapter 5: Design of Goods and Services	Sat 14 Feb 09 (น่าย)	แทน Sun 8 Feb,09
Chapter 6: Managing Quality	Sun 15 Feb 09	
Chapter 7: Process Strategy	Sun 22 Feb 09	เช้า(แทน Sun 1 March, 09)
Chapter 8: Location Strategy	Sun 22 Feb 09	น่าย
Chapter 9: Layout Strategies	Sun 8 March 09	
<b>MID TERM EXAM</b>	<b>Sun 15 MARCH 09</b>	
Chapter 10: Human Resource and Job Design	Sun 22 March 09	
Chapter 11: Supply Chain Management	Sun 29 March 09	
Chapter 14: Material Requirements Planning (MRP)	Sat 18 April 09(น่าย)	แทน Sun5 April 09
Chapter 15: Short-Term Scheduling	Sun 19 April 09	
Paper Presentation	Sun 26 April 09	
Paper Presentation	Sun 10 May 09	
<b>FINAL EXAM</b>	<b>Sun 17 MAY 09</b>	

**Mark Allocations :**

Assignment, Case study and Class Participation	10 %
Term Project	20 %
Mid-Term Examination	35 %
Final Examination	<u>35 %</u>
	<u>100 %</u>

## **Assignments**

Through out the course, assignments will be assigned to class so that students would practice on the problem solving techniques. Each assignment will be assigned at the end of each class. **The individual assignment** is due to submit within a week from the date it is assigned. Most of the problems will be taken from the end of the chapters in the required text book. No assignment will be accepted after the deadline.

## **Case study**

The purpose of the case study is to emphasize on the real business application where any of the theoretical concepts taught in the class can be used as tool to search for the solution to the problem. With case study approach, students will learn the process of how to understand, formulate and apply the solution methods to the problem. This will be beneficial to students as the theoretical solution methods are linked up with the real business application. The case study is due within a week from the date it is assigned. Most of the cases will be also taken from the end of the chapters in the required text book. The case study will be worked on **team basis**. Only one team will be appointed to present the case analysis in the class.

## **Class Participation**

In-class participation is also important to the learning environment. Key critical success factor is how the tools are implemented and/or employed to the real-life business scenarios. Therefore, the evaluation will be performed on the class participation. All of students are required to share their experiences that may utilize the concepts which are applicable to the class.

## **Term Project**

The purpose of the **term project (individual)** is to have students explore, in modest depth, the operations function of an existing manufacturing or service organization of their choosing. On completion of the project students should:

- Understand how a manufacturing or service is generated and delivered to the customer and.
- Have explored in depth the operations management activities in the organization.

In order to achieve these goals, each student is expected to select a organization (a firm, the service or manufacturing organization) and complete the following activities:

### **1. Document current operations**

Using flowcharts, job analyses, job descriptions, verbal explanations, or similar methods, you should explain the operations activities and technology for the firm. Specifically, the various inputs, transformation processes, and several outputs must be identified.

## 2. Detail OM activities

Carefully and in depth, tell how the following activities are performed in the firm:

- Capacity planning
- Manpower planning, acquisition, and control
- Scheduling
- Managing for quality
- Material control (inventory, supplies, etc.)
- Cost control
- Training and development for employees
- Facility location and layout planning
- Etc.

## 3. Identify a problem

For each of the activities discussed in Activity 2, identify at least one operating problem in the firm. Document this problem. Describe **the problem as you best understand it**; attach any company literature or documentation of the problem.

## 4. Propose a solution

Suggest one or more tentative solutions to the problem. Provide enough explanation that a reader will gain a basic understanding of what you are proposing. **Supporting with the relevant literature of operation theories and concepts.**

## 5. Prepare a written report

Report your findings.

## 6. Presentation

Each group will be allowed about 15 minutes to present the **best paper** which is selected from your group members in the last class meeting and follow by the questions from instructor and your classmate.

### Text Book :

- Jay Heizer & Barry Render, “Operations Management”, 9<sup>th</sup> ed., Prentice Hall, 2008

### References :

- Roberta S Russell & Bernard W.Taylor III, “Operations Management”, 4<sup>th</sup> ed., Prentice Hall, 2004
  - Lee J. Krajewski & Larry P. Ritzman, “Operations Management”, 6<sup>th</sup> ed., Prentice Hall, 2002
  - Chase, Aquilanno and Jacobs, “Production and Operations Management : Manufacturing and Services”, 9<sup>th</sup> ed., Irwin, 2000
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