College of Graduate Study of Management
Khon Kaen University
Master of Business Administration
Course Syllabus (Young Executive MBA# 7 Week Day)

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

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 be covered :

Chapter	Date
Chapter 1: Operations and Productivity	Wed 2 Jun 10
Chapter 2: Operations Strategy in a Global Environment	Wed 9 Jun 10
Chapter 5: Design of Goods and Services	Wed 16 Jun 10
Chapter 6: Managing Quality	Wed 23 Jun 10
Chapter 7: Process Strategy	Wed 30 Jun 10
Chapter 8: Location Strategy	Wed 7 Jul 10
MID TERM EXAM	**Wed 14 July 10**
Chapter 9 : Layout Strategies	Wed 21 Jul 10
Chapter 10: Human Resource and Job Design	Wed 28 Jul 10
Chapter 11: Supply Chain Management	Wed 4 Aug10
Chapter 13&14: Aggregate Planning & Material Requirements Planning (MRP)	Wed 11 Aug 10
Chapter 15: Short-Term Scheduling	Wed 18 Aug 10
Paper Presentation	Wed 25 Aug 10
Paper Presentation	Wed 1 Sep 10
FINAL EXAM	**Wed 8 Sep 10**

Mark Allocations:

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

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 turn in 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", 10th ed., Prentice Hall, 2010**

References :

- Roberta S Russell & Bernard W.Taylor III, "**Operations Management**", 4th ed., Prentice Hall, 2004

- Lee J. Krajewski & Larry P. Ritzman, **"Operations Management",** 6th ed., Prentice Hall, 2002

- Chase, Aquilanno and Jacobs, "**Production and Operations Management : Manufacturing and Services**", 9th ed., Irwin, 2000