

Master of Business Administration
College of Graduate Study of Management
Khon Kaen University
Academic Year 3/2553
Course Syllabus (Executive MBA # 9: Weekend)

Subject: 900 716 Operation Management
Section: 2 - Weekend
Time: Every Saturdays 13:30-17:00
Lecturer: Montri Wiboonrat, Ph.D. (mwiboonrat@gmail.com)
ดร.มนตรี วิบูลย์รัตน์

Objectives:

This course covers both service and manufacturing enterprises. The propose 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 applications of resource allocation and profit maximization will be topics of discussion. Moreover, practitioner shall capable apply to real business' problems solving and improve competitive advantage.

Cover Topics:

Chapter	Date
Ch-01: Operations and Productivity	January 30
Ch-02: Operation Strategy	February 6
Ch-05: Design of Goods and Services	February 13
Ch-06: Managing Quality (Six Sigma)	February 20
Ch-07: Process Strategy (Lean)	February 27
Case Discussion on Toyota Production System (TPS)	March 6
Mid Term Exam	March 13
Ch-08: Location Strategies	March 20
Ch-03: Project Management	March 27
Ch-11: Human Resource and Job Design	April 3
Ch-14: Supply Chain Management	April 3
Ch-15: Enterprise Resource Planning (ERP/ SAP)	April 24
Group Presentation	May 1
Guest Speaker	May 8
Final Exam	May 15

Score Allocations:

Personal Assignment/ Answer & Question in Class	10%
Group Assignment	20%
Mid Term Exam	30%
Final Exam	40%
Total	100%

Textbooks:

1. Operations Management, B. Render and J. Heizen, 9th Edition, Prentice Hall, 2009.

Reference Books:

1. Operations Management for Competitive Advantage, Chase, Richard B., Aquilano, Nocholas J., McGraw-Hill, 2004.
2. Operations Management: Integrating Manufacturing and Services, Davis, Mark M., Heineke, Janelle, jt., McGraw-Hill, 2005.

Class Participation:

Each class will have reading assignment for the next class discussion and brain storming. Thus, it is important to learn other person ideas and concepts to apply to business cases. One size does not fit all or the other side of the mirror is the main idea of class discussion.

Personal Assignment:

All knowledge contribution will be on individual assignment that students shall apply all operations knowledge areas to understand the root cause of operations problems, what the best in alternative corrective actions is, and how to form preventive actions. Moreover, improvement in operations processes is the highest achievement in this course. Personal assignment must submit **within the last week before final examination** by e-mail to mwiboonrat@gmail.com. There is no compromise with late submission.