

Operations Management

Course Title	Operations Management									
Course Code	TMGT-302									
Course Type	This course serves as both Elective and Requirement, according to the program.									
	<table border="1"> <tr> <td>Hospitality Bachelor</td> <td>Business Elective</td> </tr> <tr> <td>Business Bachelor</td> <td>Requirement</td> </tr> <tr> <td>All Programs</td> <td>General Elective</td> </tr> </table>		Hospitality Bachelor	Business Elective	Business Bachelor	Requirement	All Programs	General Elective		
Hospitality Bachelor	Business Elective									
Business Bachelor	Requirement									
All Programs	General Elective									
Level	Bachelor (1 st Cycle)									
Year / Semester	Year 3, B' Semester									
Teacher's Name	Dr Michalis Anastasiou									
ECTS	6	Lectures / week	3	Laboratories / week						
Course Purpose and Objectives	<p>The module is designed to provide students with an understanding of the concepts and techniques of operations and production management.</p> <ul style="list-style-type: none"> To provide the ability to analyze problems. To enable the students to understand how these techniques are applied to improve productivity and quality. 									
Learning Outcomes	<p>Upon completion of this course students will be able to:</p> <ol style="list-style-type: none"> Define the main elements of operations management, its definition, and scope and productivity concepts. Demonstrate abilities to analyze competitive operations, and employ proper decision making techniques. Identify and implement systems for operations scheduling, analyzing, monitoring and review the quality control procedures. Evaluate a selection of frameworks used in design and delivery of operations. Assess a range of philosophies and principles used in Product/Job design and work measurement. Understand how to properly apply linear programming for operations scheduling and control. 									
Prerequisites	TMGT – 200 Introduction to Management		Required							

Course Content	<ol style="list-style-type: none"> 1. Operations Management an introduction. 2. Quality management. 3. Operations decision making 4. Facility Location 5. Product design and work measurement. 6. Process planning and analysis 7. Job design and work measurement. 8. Aggregate planning and master scheduling. 9. Materials management: purchasing, inventory, and JIT Systems. Inventory Control 10. Safety stocks, and service levels. 11. Material requirements planning: MRP and CRP. 12. Operations scheduling and control (assignment linear programming). Operations analysis and maintenance. 								
Teaching Methodology	The course is delivered through lectures, exercises, case studies and group discussions.								
Mode of delivery	Face to face.								
Bibliography	Required								
	<ol style="list-style-type: none"> 1. Chase, R.,(2008), <i>Operations and Supply Management: For Competitive Advantage with Global Cases</i>, (12th ed.), McGraw-Hill Higher Education. 								
	Recommended								
<ol style="list-style-type: none"> 1. Chase, R.,(2006), <i>Operations Management for Competitive Advantage</i>, (11th ed.), Irwin McGraw-Hill. 2. Haizer J.& Render B.,(2007), <i>Operations Management</i>, (8th ed.), Prentice Hall 									
Assessment	<p>The following assessment methods are employed to assess this course:</p> <table border="1" data-bbox="536 1547 1390 1805"> <tr> <td>30 – 50 %</td> <td>Final Exam</td> </tr> <tr> <td>20 – 40 %</td> <td>Mid –Term / Tests / Quizzes</td> </tr> <tr> <td>10 – 30 %</td> <td>Assignments / Projects</td> </tr> <tr> <td>0 – 10 %</td> <td>Class Attendance & Participation</td> </tr> </table>	30 – 50 %	Final Exam	20 – 40 %	Mid –Term / Tests / Quizzes	10 – 30 %	Assignments / Projects	0 – 10 %	Class Attendance & Participation
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Language	English								