

title of course	Operations Management
responsible instructor	Prof. Dr. Michael Dornieden
course objectives and learning outcomes	<p>Students are able to</p> <ul style="list-style-type: none"> - describe the input-transformation-output model of Operations Management, - explain the characteristics of good operations processes, flow units - illustrate the future trends of Operations Management, - know quality's, speed's, cost's, dependability's and flexibility's importance for Operations Performance, - illustrate the trade-offs between Operations Performance's objectives, - differentiate between top-down and bottom-up view of operations strategy, - illustrate the difference between a market requirements and an operations resources view of operations strategy, - classify competitive factors into order-winning and order-qualifying factors, - categorize the six phases of the generic Product Development Process, - demonstrate the variants of the generic Product Development Process, - categorize the objectives of process design, - explain how volume and variety affect process design, - examine the effects of process variability on the company
course contents	<p>Students are able to acquire knowledge and skills of the following types of knowledge and skills, respectively:</p> <p>1) factual knowledge:</p> <ul style="list-style-type: none"> - overviews of input-transformation-output models of Operations Management, - overviews of essential characteristics of operation processes and flow units, - overviews of Operations Performance's objectives <p>2) conceptual skills:</p> <ul style="list-style-type: none"> - generalisation of findings concerning entrepreneurial meaning of Operations Management, - classification of the different phases of the generic Product Development Process, - generalisation of findings concerning of rising significance of cost-effective process design, - classification of theoretical foundations of Operations Strategy, - classification of volume-variety dimensions of process design <p>3) procedural skills:</p> <ul style="list-style-type: none"> - analytical thinking with high degree of abstraction, - judgement regarding the solution of complex Operations Management issues, - analytical thinking regarding cross-company business model in the value-added chain, - empathy for culture-bound behaviour patterns of business partners within international value-added chains <p>4) metacognitive skills:</p> <ul style="list-style-type: none"> - knowledge about the restricted significance of Operations Management models, - knowledge about difficulties of corporate optimization under technical, political and social restrictions, - knowledge about the defects of classifications, - knowledge about the defects of own capability for empathy

	<p>course outline:</p> <p>A Importance and Functions of Operations Management</p> <p>B Operations Performance and Operations Strategy</p> <p>C Product and Process Development</p> <p>D Order Fulfilment</p>
teaching methods	<ul style="list-style-type: none"> - lectures and guest lectures - exercises and student presentations - real business life´s case studies - discussions - self-study
prerequisites	no formal requirements
suggested reading	<p>literature (preferably most recent edition):</p> <ul style="list-style-type: none"> - Collier, D. A. / Evans, J.R.: Operations Management, Cengage Learning, 2015. - Slack, N./Brandon-Jones, A./Johnston, R., Operations Management, 7th edition, Pearson Education, 2013. - Hokey, Min: The Essentials of Supply Chain Management: New Business Concepts and Applications, Pearson FT Press, 2015. - Munson, C.: The Supply Chain Management Casebook, FT Press, 2013. - newspaper articles of current topics regarding operations management (-> educational material will be announced during course)
applicability	<p>This course is in particular applicable to the following courses of the Bachelor programme:</p> <ul style="list-style-type: none"> - Lean Production (German) <p>This course is also applicable to other business-oriented Bachelor programs offered by Schmalkalden University of Applied Sciences.</p>
workload	<p>total workload: 150 hours, of them:</p> <ol style="list-style-type: none"> 1) lecture: 60 2) self-study: 90, of them: <ul style="list-style-type: none"> - course preparation (in particular reading): 30 - follow-up: 15 - exam preparation: 45
ECTS credit points and weighting factor	5 ECTS credit points; weighting factor: 5/180 resp. 5/210
basis of student evaluation	comprehensive written examination, 60 minutes (100%)
time	first academic year
frequency	each academic year
duration	1 semester
course type	elective course
remarks	teaching language and examination in English

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