Course Title	**Operations Management**				
Course Code	**MGT 420**				
Course Type	**Elective**				
Level	Undergraduate				
Year / Semester	Year 3/4				
Teacher's Name	CHRIS CHARALAMBOUS				
ECTS	6	**Lectures / week**	3	**Laboratories / week**	
Course Purpose and Objectives	This course is an introduction to the concepts, principles, problems, and practices of operations management. Emphasis is on managerial processes for effective operations in both goods-producing and service-rendering organization. Topics include operations strategy, process design, capacity planning, facilities location and design, forecasting, production scheduling, inventory control, quality assurance, and project management. The topics are integrated using a systems model of the operations of an organization.				
Learning Outcomes	• Communicate the major concepts in the functional areas of accounting, marketing, finance, information technology, and management. • Describe the legal, social, ethical, and economic environments of business in a global context. • Solve organization problems, individually and/or in teams, using quantitative, qualitative, and technology-enhanced approaches. • Demonstrate professional communication and behavior. • Apply knowledge of business concepts and functions in an integrated manner				
Prerequisites			**Required**	SENIOR STANDING	
Course Content	Ch. 1 Introduction to Operations Management Ch. 2 Competitiveness, Strategy, and Productivity Ch. 3 Forecasting Ch. 4 Product and Service Design SUPPLEMENT TO CHAPTER 4: Reliability Ch. 5 Strategic Capacity Planning for Products and Services SUPPLEMENT TO CHAPTER 5: Decision Theory Ch. 6 Process Selection and Facility Layout Ch. 7 Work Design and Measurement				

	SUPPLEMENT TO CHAPTER 7: Learning Curves Ch. 8 Location Planning and Analysis Ch. 9 Management of Quality Ch. 10 Quality Control Ch. 11 Aggregate Planning and Master Scheduling Ch. 12 Inventory Management Ch. 13 MRP and ERP Ch. 14 JIT and Lean Operations SUPPLEMENT TO CHAPTER 14: Maintenance Ch. 15 Supply Chain Management Ch. 16 Scheduling Ch. 17 Project Management Ch. 18 Management of Waiting Lines Ch. 19 Linear Programming Appendix A: Answers to Selected Problems Appendix B: Tables Appendix C: Working with the Normal Distribution Appendix D: Ten Things to Remember Beyond the Final Exam
Teaching Methodology	•Reading and resolving problems •Working on problem-solving •Attendance and participation in class •Monitor discussions •Writing and reply on objective type questions •Solving unstructured questions and case studies •Brief oral presentation before starting a new chapter and reply to queries from students •Homework for revision purposes •Interaction and collaborative learning •Simulation •Video Watching
Bibliography	**1- Operations Management** 2nd Edition By Gerard Cachon and Christian Terwiesch ISBN10: 1260238873

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Assessment	Participation 10% Midterm Exam 30% Project 20% Final Exam 40%
Language	English