



Course Specifications

Course Title:	Operations Management
Course Code:	MGT 320
Program:	BSBA
Department:	Management
College:	College of Business Administration
Institution:	Prince Sattam Bin Abdulaziz University

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A. Course Identification

1. Credit hours: 4
2. Course type
a. University <input type="checkbox"/> College <input checked="" type="checkbox"/> Department <input type="checkbox"/> Others <input type="checkbox"/>
b. Required <input type="checkbox"/> Elective <input type="checkbox"/>
3. Level/year at which this course is offered: VIII / Fourth Year
4. Pre-requisites for this course (if any): MGT 231
5. Co-requisites for this course (if any): N / A

6. Mode of Instruction (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1	Traditional classroom	44	100
2	Blended		
3	E-learning		
4	Distance learning		
5	Other		

7. Contact Hours (based on academic semester)

No	Activity	Contact Hours
1	Lecture	44
2	Laboratory/Studio	
3	Tutorial	
4	Others (specify)	
	Total	44

B. Course Objectives and Learning Outcomes

1. Course Description : This course is designed to address the key operations and logistical issues in service and manufacturing organizations that have strategic as well as tactical implications. The specific objectives include: to understand the role of operations management in the overall business strategy of the firm, to understand the interdependence of the operating system with other key functional areas of the firm. Topics include design of product and services, process management, location and layout strategies, inventory management, aggregate planning, supply chain management, and operations control.

2. Course Main Objective

3. Course Learning Outcomes

	CLOs	Aligned PLOs
1	Knowledge and Understanding	

CLOs		Aligned PLOs
1.1	List methods for the analysis and synthesis of data using a range of mathematical techniques, supported by appropriate software to inform business decision	K2
1.2	Recognize the process and practices for the effective management of organizations and decision making within them	K6
1.3		
1...		
2	Skills :	
2.1	Analyse, synthesize and apply the knowledge and understanding of concepts and theories described in the knowledge category above to business problems	C2
2.2	Create, evaluate and assess arrange of options together with the capacity to apply ideas and knowledge to a range of business situations using appropriate quantitative and qualitative skill.	C3
2.3	Interpret, extrapolate, including data analysis, to issues and problems in business by applying numeracy and quantitative skill.	C4
2.4	Design models to analyse business problems and phenomena	C5
2.5	Judge business and management issues through research, either individually or as a part of team of projects, investigations and presentations.	C6
3	Values:	
3.1		
3.2		
3.3		
3...		

C. Course Content

No	List of Topics	Contact Hours
1	Introduction to Operations Management Operations Management (OM); The heritage in OM; Operations in the service sector; Productivity Measurement and Productivity variables. Global views of operations; Ten strategic OM decisions Project management ; Project management techniques; Variability in activities times, project crashing	9
2	Design of Goods and Services Generating new products; Product development; Issues for product design; Defining a product; service design Process Strategy: Four Process Strategies; Process analysis and Design	9
3	Location Strategies The strategic importance of the location; Methods of Evaluating the location Layout Strategies The strategic importance of Layout decisions; Types of Layout.	9
4	Inventory Management: Functions of inventory; Inventory models; Inventory models for independent demand- Quantity Discount Model; Probabilistic models and safety stock, The Aggregate Planning: nature, strategies, and methods	9
5	Supply chain management(SCM): Strategic importance of SCM; Supply chain strategies Managing Quality:	8

	Quality and Strategy; Continuous Improvement, Cost Control, Machine down time. TQM and, Data Analysis Tools, SERVQUAL, GAP Analysis, Maintenance and Reliability: The strategic importance of maintenance and reliability; Reliability; Maintenance	
...		
Total		

D. Teaching and Assessment

1. Alignment of Course Learning Outcomes with Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
1.0	Knowledge and Understanding		
1.1	List methods for the analysis and synthesis of data using a range of mathematical techniques, supported by appropriate software to inform business decision (@ K-2)	Class Lectures	Quizzes and Exams
1.2	Recognize the process and practices for the effective management of organizations and decision making within them. (@ K-6)	Class Lectures	Quizzes, Assignments and Exams
...			
2.0	Skills		
2.1	Analyse, synthesize and apply the knowledge and understanding of concepts and theories described in the knowledge category above to business problems (@ C-2)	Class lectures Solving numerical questions	Quizzes, Assignments and Exams
2.2	Create, evaluate and assess arrange of options together with the capacity to apply ideas and knowledge to a range of business situations using appropriate quantitative and qualitative skill. (@ C-3)		
2.3	Interpret, extrapolate, including data analysis, to issues and problems in business by applying numeracy and quantitative skill. (@ C-4)	Class lectures Solving numerical problems	Assignment and Exams
2.4	Design models to analyse business problems and phenomena. (@ C-5)	Class lectures	Exams
2.5	Judge business and management issues through research, either individually or as a part of team of projects, investigations and presentations. (@ C-6)	Group exercises	Assignment
3.0	Values		
3.1	Analyse, synthesize and apply the knowledge and understanding of concepts and theories described in the knowledge category above to business problems (@	Class lectures Solving numerical questions	Quizzes, Assignments and Exams

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
	C-2)		
3.2			
...			

2. Assessment Tasks for Students

#	Assessment task*	Week Due	Percentage of Total Assessment Score
1	Assignments	At least 2 Assignments	10
2	Mid Term Examination – 1	5th	15
3	Mid Term Examination – 2	8th	15
4	Quizzes	At least 2 Quizzes	10
5	Final Examination	12th	50
6	Total		100
7			
8			

*Assessment task (i.e., written test, oral test, oral presentation, group project, essay, etc.)

E. Student Academic Counseling and Support

Arrangements for availability of faculty and teaching staff for individual student consultations and academic advice :

Office hours: 6 hrs/week

F. Learning Resources and Facilities

1. Learning Resources

Required Textbooks	Heizer (J), Render (B) and Zubi AL zubi (2013). Operations Management, Arab World Edition, prentice Hall
Essential References Materials	William Stevenson (2011), Operations Management, 11th Edition, McGraw-Hill Higher Education
Electronic Materials	
Other Learning Materials	Multimedia associated with the text book and the relevant websites

2. Facilities Required

Item	Resources
Accommodation (Classrooms, laboratories, demonstration rooms/labs, etc.)	Classroom
Technology Resources (AV, data show, Smart Board, software,	Smart Board

Item	Resources
etc.)	
Other Resources (Specify, e.g. if specific laboratory equipment is required, list requirements or attach a list)	

G. Course Quality Evaluation

Evaluation Areas/Issues	Evaluators	Evaluation Methods
Teaching Evaluation	Students	Indirect
Course Evaluation	Students	Indirect
Learning Resource evaluation	Students	Indirect
Achievements of Learning Outcomes	Students	Indirect
Faculty Evaluation	Head of the Department	Direct
Peer-evaluation	Peer faculty Member	Direct

Evaluation areas (e.g., Effectiveness of teaching and assessment, Extent of achievement of course learning outcomes, Quality of learning resources, etc.)

Evaluators (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify))

Assessment Methods (Direct, Indirect)

H. Specification Approval Data

Council / Committee	
Reference No.	
Date	