BULE HORA UNIVERSITY

COLLEGE OF BUSINESSS AND ECONOMICS

DEPARTMENT OF MANAGEMENT

COURSE TITLE:Operations Management

COURSE DESCRIBTION

Operations Management is the heart of all management disciplines which bring competitive advantage and market focus for all business organization. Thus, the course covers Meaning of operations and production management, operations management as competitive weapon, product and service design, quality and quality control, capacity planning, location decision, layout decision, aggregate planning, scheduling, work design, and time-based operations..

Academic Year: 2020
ECTS credit points:6

Instructor Name: Kebede Asefa

Unit1. NATURE OF OPERATIONS MANAGEMENT

1.1 Introduction
1.2 Historical Development of Operation Management
1.3 Manufacturing Operations and Service Operations
1.3.1 Manufacturing Operations
1.3.2 Service Operations
1.4 Operations Decision Making
1.5 Productivity Measurement

UNIT 2 - OPERATIONS STRATEGY & COMPETITIVENESS

2.1 Introduction to operations strategy
2.2 Operations strategy in Manufacturing

2.3 Operations strategy in Services

UNIT 3 - DESIGN OF THE OPERATION SYSTEM

3.1 Product and service design
3.2 Process selection
3.3 Strategic Capacity Planning
3.4 Facility Location & layout
5.4 Statistical quality control

UNIT 4 - OPERATIONS PLANNING & CONTROL

4.1 Aggregate production planning

4.2 Operations Scheduling

UNIT 5. QUALITY MANAGEMENT AND CONTROL

5.1 Meaning and nature of quality
5.2. Overview of TQM
5.2 Quality Specification
5.3 Continuous Improvement

5.5 Process Control Charts

Activities	Points
Quizs	10
Tests	30
Individual assignment	10
Group assignment	10
Final Exam	40%
Total Points	**100**

References

- Wlld, Ray (1995),' Production and Operation Management' 5th Edition, Cassell.
- Chase. Richard B. Aquilano. Nicolas J and Jacobs. Robert F (1998) ' Production And Operation Management- Manufacturing and Services' 8th Edition, Irwin McGraw- Hill