



## GRADUATE SCHOOL

### **GM0523 Operations Management, 7.5 credits**

Verksamhetsstyrning, 7,5 högskolepoäng

*Second Cycle*

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#### **Confirmation**

This course syllabus was confirmed by Graduate School on 2018-04-23 and was last revised on 2018-05-28 to be valid from 2018-09-03, autumn semester of 2018.

*Field of education:* Social Sciences 100%

*Department:* Graduate School

#### **Position in the educational system**

The course Operations Management, is a course within the Master of Science programmes at the Graduate School, School of Business, Economics and Law, University of Gothenburg.

#### *Main field of studies*

Logistics and Transport Management

#### *Specialization*

A1N, Second cycle, has only first-cycle course/s as entry requirements

#### **Entry requirements**

To be eligible for the course Operations Management, the participant must fulfil the entrance qualifications for one of the Master of Science programmes at the Graduate School.

#### **Learning outcomes**

On successful completion of the course the student will be able to:

1. Understand the operations contribution to the development and implementation of successful business strategy;
2. Define key business processes and establish their performance objectives;

3. Analyze different key operational dimensions such as quality management, forecasting, lean manufacturing, process optimization;
4. Use data and tools to evaluate and improve the efficiency and effectiveness of processes;
5. Identify the critical issues for any operation and to derive decision models on how operational performance might be improved;
6. Understand developments such as lean operations and just-in-time operations.

Qualitative target	Learning outcomes
Knowledge and understanding	1+2+3+4+5+6
Skills and abilities	3
Judgement and approach	1+2+3+4+5+6

### Course content

Operations management is about the direction and control of the processes that transform input into finished goods and services. It involves the responsibility of ensuring that business operations are efficient in terms of using as little resources as needed, and effective in terms of meeting customer requirements. It considers the acquisition, development, and utilization of resources that firms need to deliver the goods and services their clients want.

Consistent with a managerial perspective and approach, both application and derivation of models will be emphasized. The course thus strives to provide a balance between a qualitative approach and an analytical, applications-oriented, approach. In that spirit, both the strategic and the tactical dimensions of operations management will be addressed. The lectures and the case aim to provide the student with language, concepts, insights and tools to deal with these issues.

In this course several relevant topics are discussed.

- The manufacturing process
- Quality Management
- Forecasting
- Inventory Management
- Productivity and Optimisation
- Lean Manufacturing

**Form of teaching**

The teaching consists of lectures, assignments and guest lectures.

*Language of instruction:* English

**Assessment**

Learning outcomes 1 - 6 are examined through an individual written exam. Learning outcome 3 is also examined through a written case assignment.

Active participation in the case exercise is compulsory. In case of none-participation, extra assignments may be required.

If a student, who has failed the same examined component twice, wishes to change examiner before the next examination, a written application shall be sent to the department responsible for the course and shall be granted unless there are special reasons to the contrary (Chapter 6, Section 22 of Higher Education Ordinance).

In cases where a course has been discontinued or has undergone major changes, the student shall normally be guaranteed at least three examination occasions (including the ordinary examination) during a period of at least one year from the last time the course was given.

The number of examinations is limited to five.

**Grades**

The grading scale comprises: Excellent (A), Very good (B), Good (C), Satisfactory (D), Sufficient (E) and Fail (F).

The course contains the following weighted assessment tasks:

Exam (65% of the grade)

Assignment (35% of the grade)

The grade (A-E) corresponds to the total score a student obtains. To receive a pass grade (A-E)  $\geq 50\%$  points is required and all examination forms must be passed. The scale is tied to fixed score intervals.

A: 85%-100%;

B: 75%-84%;

C: 68%-74%;

D: 60%-67%;

E: 50%-59%;

F: <50%

**Course evaluation**

The course will be evaluated upon completion. The results of and possible changes to the course will be shared with students who participated in the evaluation and students who are starting the course.