



The Hashemite University
College of Econ. & Admin. Science
Business administration Department
First Semestre 2018/2019

Operations Manage.(1802031331)
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Course Description:

Operations Management is designed to introduce the students to concepts, principles and practices of the field of production and operations management and its relationship with other function of management in an organization.

General Aim and Rational:

This course introduces students to production and operations management and its role in an organization, especially as an element of corporate strategy. It provides the concepts and techniques required for the effective management of operations and quality process in any service or manufacturing organizations. Emphasis is given to the strategic role of operations management and to the design of operating systems and coordination to enhance competitive strategy selected quantitative techniques are covered to enable students analyze problems in operations management and to make recommendation or decision based on their interpretation of their analysis .

Specific Objectives:

1. Define operations management, its heritage, and the exciting role it plays in huge variety of business.
2. Understand production and service system concept.
3. Understand strategic decision making in areas, such as product design and development, capacity and production process, location and layout.
4. Understand the interaction between operations management and other aspects of an organization (marketing, finance, personal, etc).
5. Understand tactical decision making such as aggregate planning, quality control, and material requirement planning.
6. Be able to apply variety of quantitative techniques analysis and prepare recommendations for management action based on their interpretation.

Content:

The course will cover the following topics areas:

1. Introduction to operations management: operations strategy for competitive advantage, the strategic role and objectives of operations.
2. Designing operations: design of goods and services, managing quality, process strategy and capacity planning location strategies, layout strategy, and work measurement.
3. Managing operations: supply chain management, E- commerce and operations management, aggregate planning, and material requirement planning

Lecture Timetable:

Week No.	Date	Topic(s)	Reading
1	9/9-13/9	Introduction	
2	16/9-20/9	Operations and Productivity	Chap.1
3	23/9-27/9	Forecasting	Chap.4
4	30/9-4/10	Design of Goods and Services	Chap.5
5	7/10-11/10	Managing Quality	Chap.6
6	14/10-18/10	Managing Quality (First Exam) 18/10/2018	Chap. 6
7	21/10-25/10	Process Strategy	Chap. 7
8	28/10-1/11	Process Strategy	Chap. 7
9	4/11-8/11	Location Strategies	Chap.8
10	11/11-15/11	Layout Strategy	Chap.9
11	18/11-22/11	Layout Strategy(Second Exam) 22/11/2018	Chap. 9
12	25/11-29/11	Just-in-Time and Lean Production System	Chap. 16
13	2/12-6/12	Presentations	
14	9/12-13/12	Presentations	
15	16/12-20/12	Final Exam	

Assessment:

First Exam.....	25%	18/10/2018
Second Exam.....	25%	22/11/2018
Assignments and Participation.....	10%	
Final Exam.....	40%	will be announced by registration.
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Total	100%	

Recommended Text:

- Heizer, J. and, Render, B (2014) the principle of Operations Management, 11th Edition. Prentice-Hall. New Jersey. USA.

References:

- Slack, Nigel and Chamber, S. and Johnston, R. (2010) Operations Management, 6th Edition, Prentice Hall, New Jersey, USA.
- Ritzman, L. and Krajewski, L (2003). Foundation of Operation Management. Prentice-Hall.