

# OPERATIONS MANAGEMENT

**Course Code: MBAOM 10201**

**Credit Units: 04**

## **Course Objective:**

The aim of this course is to develop the understanding of the strategic and operational issues in the operational/manufacturing environment of any organization and the various decisions involved the operational activities and the methods by which best possible alternative decision can be taken.

## **Course Contents:**

### **Module I: Introduction**

Introduction of operations function and Production & Operation Management, Transformation process, Input transformed and transforming resources in service and manufacturing units, Using Operations as an competitive advantage, Forecasting in POM.

### **Module II: Strategic Decisions**

Planning and Designing the products/services, Designing the facility location and layout, Selection and Management of Product Technology, Long-range Capacity Planning.

### **Module III: Operating Decisions**

Planning Production Schedules, Aggregate Planning and Master Production Scheduling, Inventory Planning, Materials and Capacity Requirement Planning, JIT Manufacturing, Planning and Scheduling Services Operations.

### **Module IV: Controlling and Improvement Decision**

Controlling the Operations for Productivity, Quality and Reliability, Quality Control, Total Quality Management, Maintenance Management, Improving the Operations Process.

## **Examination Scheme:**

<b>Components</b>	<b>P-1</b>	<b>C-1</b>	<b>CT-1</b>	<b>EE</b>
<b>Weightage (%)</b>	10	10	20	60

## **Text & References:**

### **Text :**

- Adam E.E., Jr and Ebert R.J. 1997, Production and Operations Management: Concepts, Models and Behaviour, 5<sup>th</sup> Ed. Prentice Hall of India.
- Buffa E.S. and Sarin R.K. 1994, Modern Production Operations Management, 8<sup>th</sup> Ed. John Wiley & Sons.

### **References:**

- Brown S., Lamming R., Bessant J. and Jones P. 2000, Strategic Operations Management, 1<sup>st</sup> Ed. Butterworth Heinmann
- Krajewski L.J. & Ritzman L.P. 1996, Operations Management: Strategy and Analysis, 4<sup>th</sup> Ed. Addison-Wesley
- Slack, Chambers, Hardland, Harrison, Johnston 1995, Operations Management, Pitman Publishing
- Waters D. 1996, Operations Management: Producing goods and services, Addison-Wesley
- Dilworth J.B. 1992, Operations Management, McGraw-Hill International Editors
- Lee S.M. & Schniederzans M.J. 1997, Operations Management, 1<sup>st</sup> Ed. All India Publishers & Distributers
- Haksever, Render, Russell & Murdick 1990, Service Management and Operations, 2<sup>nd</sup> Ed. Prentice Hall International, Inc.