



Academic year	2013-14
Subject	21204 - Production and Operation Management
Group	Group 60, 1S, GADE
Teaching guide	B
Language	English

## Subject identification

<b>Subject</b>	21204 - Production and Operation Management
<b>Credits</b>	1.8 in-class (45 hours) 4.2 distance (105 hours) 6 totals (150 hours).
<b>Group</b>	Group 60, 1S, GADE(Campus Extens)
<b>Teaching period</b>	1st semester
<b>Teaching language</b>	English

### Lecturers

Lecturers	Timetable for student attention				
	Starting time	Finishing time	Day	Start date	Finish date
Laura Capó Plaza <a href="mailto:laura.capo@uib.es">laura.capo@uib.es</a>	There are no defined sessions				

### Degrees where the subject is taught

Degree	Character	Course	Studies
Degree in Business Administration	Compulsory	Second year	Degree
	Compulsory	Second year	Degree

## Contextualisation

It is an obligatory subject of specific character, where the student will obtain a general vision of operations and supply inside the firm. The most important functions related to this area will be seen.

The aim is to provide a deep knowledge of strategic, operational and tactical decisions related to the operations and supply area.

The student will develop a general vision of the manufacturing area, and a wide range of practical skills which will enhance their value to potential employers.

## Requirements

This subject does not have any prerequisites, although it is advisable for students to have already studied the subjects from the first and second semester of the first year, specially 20607: Introduction to Business, where some basic concepts of this subject are studied

## Skills

The skills develop are derived from the degree in Business Administration, divided into General and Specific Skills.





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### Specific

1. Understanding the role of a firm in its environment. Familiarity with the most commonly used tools in the field of strategic analysis for analyzing business and their corresponding environments..
2. The capacity to join any functional department of a medium-to-large business or organization operations, human resources, and tasks relating to planning, organization, management and control.
3. The capacity to prepare for decision making in operations and all matters concerning human resources in business and organizations, particularly at operational and tactical levels..
4. Defend different proposals in the operations and supply area, based on the theoretical and practical knowledge gained in the subject.

### Generic

1. A capacity for teamwork.
2. A capacity to use a wide range of ICT tools on a regular basis.
3. A capacity to gain and interpret relevant data to take correct decisions in the operational and supply area..
4. Communication skills to give information and explain their proposals to a specialized and non-specialized public.

### Content

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The contents in this subject are organized in five sections : Introduction, Processes, Supply Chain Design, Planning and Control, and Operational analysis tools

#### Theme content

21204. Operations and Supply Management

**Section A. Introduction to Organization and Supply Management**

1. Introduction to Organization and Supply Management
2. Operations and Supply Strategy
3. Product and Service Design

**Section B. Processes**

4. Capacity Management
5. Process Analysis
6. Manufacturing and Service Processes
7. Quality Management and Lean Manufacturing

**Section C: Supply Chain Design**

8. Supply Chain Strategy
9. Logistics and Facility Location

**Section D: Planning and Controlling the Supply Chain**

10. Planning Systems
11. Inventory Control

**Section E. Operational Analysis Tools**

- Appendix 1. Operations and Supply Cost analysis



Appendix 2. Operations and Supply problems

**Teaching methodology**

In-class work activities

Modality	Name	Typ. Grp.	Description
Theory classes	Theory. Master class	Large group (G)	An explanation by the lecturer of the corresponding theoretical subject matter, with active participation by the students.
Practical classes	Readings, Case Study and Solving exercises	Medium group (M)	Through an analysis of case studies and articles, the subject matter can be assimilated in greater depth and better related. At the same time, the aim is to boost skills like reading comprehension, the capacity to distinguish key information from secondary information, a capacity for synthesis, and oral and written expression. The case study or article will be presented at the same session or beforehand in order to encourage debate, moderated and guided by the lecturer. Occasionally, the students might be asked to hand in some kind of written summary or conclusion.  By solving practical exercises the student will be able to deep into theoretical and practical issues seen in the subject. This exercises will be given before or during the class.
Assessment	Final exam	Large group (G)	A final exam at the end of the semester, aimed at assessing acquired skills and assimilated subject matter
Assessment	Midway Exam	Large group (G)	Written exam that can be short questions and/or test exam and /or practical exercises of one part of the program. This will be done at the middle of the semester.

Distance education work activities

Modality	Name	Description
Individual self-study	Independent study by students	It is essential for students to study and work on their own if they are to assimilate the fundamentals of this basic subject. To achieve this goal, the students must review subject matter explained in class, read and analyse recommended reading matter, consult...
Group self-study	Specific assignments	To develop the capacity to learn independently and to work as a team. Individual or group assignments and projects.
Group or individual self-study	The preparation of individual and group activities	In order to foster skills like teamwork and the capacity to put forward arguments and propose solutions to problems in the field of business management, based on studied subject matter, activities to be performed during seminars and outside the classroom will be proposed.



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### Specific risks and protective measures

The learning activities of this course do not entail specific health or safety risks for the students and therefore no special protective measures are needed.

### Workload estimate

Modality	Name	Hours	ECTS	%
<b>In-class work activities</b>		<b>45</b>	<b>1.8</b>	<b>30</b>
Theory classes	Theory. Master class	22.5	0.9	15
Practical classes	Readings, Case Study and Solving exercises	19.5	0.78	13
Assessment	Final exam	1.5	0.06	1
Assessment	Midway Exam	1.5	0.06	1
<b>Distance education work activities</b>		<b>105</b>	<b>4.2</b>	<b>70</b>
Individual self-study	Independent study by students	45	1.8	30
Group self-study	Specific assignments	30	1.2	20
Group or individual self-study	The preparation of individual and group activities	30	1.2	20
<b>Total</b>		<b>150</b>	<b>6</b>	<b>100</b>

At the beginning of the semester a schedule of the subject will be made available to students through the UIBdigital platform. The schedule shall at least include the dates when the continuing assessment tests will be conducted and the hand-in dates for the assignments. In addition, the lecturer shall inform students as to whether the subject work plan will be carried out through the schedule or through another way included in the Campus Extens platform.

### Student learning assessment

#### Theory. Master class

Modality	Theory classes
Technique	Observation techniques ( <b>Non-retrievable</b> )
Description	An explanation by the lecturer of the corresponding theoretical subject matter, with active participation by the students.
Assessment criteria	This will be evaluated by coming to class, preparing the subject before coming to class, and active participation in class during the theoretical classes.

Percentage of final qualification: 10% following path A





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### Readings, Case Study and Solving exercises

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Modality	Practical classes
Technique	Observation techniques ( <b>Non-retrievable</b> )
Description	Through an analysis of case studies and articles, the subject matter can be assimilated in greater depth and better related. At the same time, the aim is to boost skills like reading comprehension, the capacity to distinguish key information from secondary information, a capacity for synthesis, and oral and written expression. The case study or article will be presented at the same session or beforehand in order to encourage debate, moderated and guided by the lecturer. Occasionally, the students might be asked to hand in some kind of written summary or conclusion. By solving practical exercises the student will be able to deep into theoretical and practical issues seen in the subject. This exercises will be given before or during the class.
Assessment criteria	The capacity to develop and solve problems or case studies related to the subject, in group or individually, applying the theoretical concepts seen at class, will be evaluated.

Percentage of final qualification: 40% following path A

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### Final exam

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Modality	Assessment
Technique	Objective tests ( <b>Retrievable</b> )
Description	A final exam at the end of the semester, aimed at assessing acquired skills and assimilated subject matter
Assessment criteria	The knowledge acquired during the theoretical, practical classes and self study from the whole subject will be evaluated. It is important in this exam to be clear in the explanations.  If the student does not obtain a <b>minimum of 40% of this final exam, the final calification will not be more than 4 points of the whole subject, so the student will not pass the subject.</b>

Percentage of final qualification: 40% following path A

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### Midway Exam

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Modality	Assessment
Technique	Objective tests ( <b>Non-retrievable</b> )
Description	Written exam that can be short questions and/or test exam and /or practical exercises of one part of the program. This will be done at the middle of the semester.
Assessment criteria	The assimilation of basic concepts and all the materia seen until the exam will be evaluated

Percentage of final qualification: 10% following path A

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### Resources, bibliography and additional documentation

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For this subject we will use basically the "Operations and Supply Management" book, 12 edition by Jacobs, Chase and Aquilano, Ed. McGraw-Hill

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#### Basic bibliography

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"Operations and Supply Management" book, 12 edition by Jacobs, Chase and Aquilano Ed. Mc Graw-Hill

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#### Complementary bibliography

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\* Heizer, Render. Principles of Operations. Eight Edition. Ed. Prentice Hall

**Other resources**

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