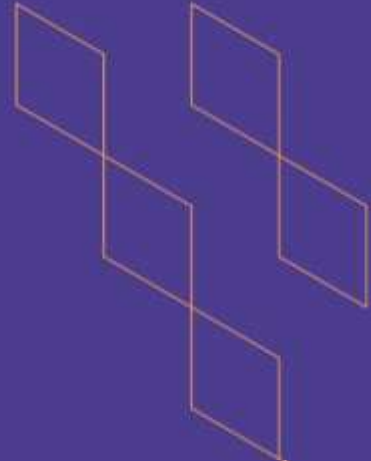




T-104
2022

Course Specification



Course Title: Operations Management
Course Code: BA2501
Program: BA Degree in Business Administration
Department: Business Administration
College: College of Business
Institution: Umm Al-Qura University
Version: 2
Last Revision Date: 28/01/2023



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No	List of Topics	Con Ho
1	Intro. to Operations Management and Process Management	
2	Process Management (strategy and analysis)	
3	Project Management	
4	Quality and Performance	
5	Capacity and Constraints Management	
6	Inventory Management I	
7	Inventory Management II	
8	Location and layout Management	
9	JIT, Lean System and Toyota Production System	
10	Supply Chain Management	
Total		



A. Students Assessment Activities

#	Assessment task*	Week Due	Percentage of Assessment
1	Attendance and Participation	Continuous	10%
2	Individual/Group Classwork	Per 2 weeks	5%
3	Quiz	Wk (3 & 7)	5%
4	Homework Assignment and Case Studies.	Wk (2,4,8)	10%
5	Mid-Term Exam	TBA by admission deanship	30%
6	Final Exam	TBA by admission deanship	40%

*Assessment task (i.e., written test, oral test, oral presentation, group project, essay, etc.)

E. Learning Resources and Facilities

1. References and Learning Resources

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A. General information about the course:

Course Identification

1. Credit hours: 4

2. Course type

a. University College Department Track Others

b. Required Elective

3. Level/year at which this course is offered: Level 6

4. Course general Description

This academic course is an introduction to the concepts, principles, problems, and practices of operations management. It is concerned with producing goods and services for customers by managing the various production elements in industrial and service projects efficiently and effectively, and this will be reflected in its ability to achieve highly competitive advantages by satisfying customer and market requirements at minimum cost and high quality to achieve profitability, and then increase market share in a highly competitive business environment. The course focuses also on the utilization of management concepts, models and tools that support managerial decision-making and problem-solving. At the end of the course students are expected to demonstrate an understanding of several concepts and to be able to identify and utilize appropriate models and tools in solving operations problems.

5. Pre-requirements for this course (if any):

BA1301

BA1302

BA1101

6. Co- requirements for this course (if any):

7. Course Main Objective(s)

The aim of this course is:

- To provide the students with a broad knowledge and understanding of the concepts, principles, and problems of operations management.

To develop students' ability in analyzing the processes and problems which are related to operations.





1. Teaching mode (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1.	Traditional classroom	40	100%
2.	E-learning		
3.	Hybrid <ul style="list-style-type: none"> • Traditional classroom • E-learning 		
4.	Distance learning		

2. Contact Hours (based on the academic semester)

No	Activity	Contact Hours
1.	Lectures	40
2.	Laboratory/Studio	
3.	Field	
4.	Tutorial	
5.	Others (specify)	
	Total	40

B. Course Learning Outcomes (CLOs), Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Code of CLOs aligned with program	Teaching Strategies	Assessment Methods
1.0	Knowledge and understanding			
1.1	Identify the role of operations management in the overall business strategy of the firm.	K1	Lectures. Videos Class work and in class discussions	1- Short tests and quizzes. 2- Homework. 3- Assignments 4- Exams
1.2	Knowing the interdependence of the operations management	K3	Lectures. Videos	1- Short tests and quizzes.





Code	Course Learning Outcomes	Code of CLOs aligned with program	Teaching Strategies	Assessment Methods
	with other key functional areas of the firm		Class work and in class discussions	2- Homework. 3- Assignments 4- Exams
1.3	Identify the application of operations management policies and techniques to the service sector as well as manufacturing firms.	K2	Lectures. Videos Class work and in class discussions	1- Short tests and quizzes. 2- Homework. 3- Assignments 4- Exams
2.0	Skills			
2.1	Develop students' mathematical analysis of a problem solving that foster the decision-making process.	S5	Case studies Homework. Dialogues and discussions. Lectures	1- Short tests and quizzes. 2- Homework. 3- Assignments 4- Exams
2.2	Develop students' critical thinking.	S5	Looking in the internet. Using computers and software's to understand and analyze data and using simulation programs. Fieldwork	1- Short tests and quizzes. 2- Homework. 3- Assignments 4- Exams
2.3	Effective students' communication.			
3.0	Values, autonomy, and responsibility			
3.1	Act with a responsibility in personal and professional relationships.	V3	Divide students in groups and change the leadership of groups each period	Group Presentation Assess each group achievements



C. Course Content

No	List of Topics	Contact Hours
1	Intro. to Operations Management and Process Management	4
2	Process Management (strategy and analysis)	4
3	Project Management	4
4	Quality and Performance	4
5	Capacity and Constraints Management	4
6	Inventory Management I	4
7	Inventory Management II	4
8	Location and layout Management	4
9	JIT, Lean System and Toyota Production System	4
10	Supply Chain Management	4
Total		40

B. Students Assessment Activities

#	Assessment task*	Week Due	Percentage of Total Assessment Score
1	Attendance and Participation	Continuous	10%
2	Individual/Group Classwork	Per 2 weeks	5%
3	Quiz	Wk (3 & 7)	5%
4	Homework Assignment and Case Studies.	Wk (2,4,8)	10%
5	Mid-Term Exam	TBA by admission deanship	30%
6	Final Exam	TBA by admission deanship	40%

*Assessment task (i.e., written test, oral test, oral presentation, group project, essay, etc.)



E. Learning Resources and Facilities

1. References and Learning Resources

Essential References	Jay Heizer, Barry Render. Operations Management: Arab World Edition, 2013. ISBN13: 978-1-4479-0296-6
Supportive References	Krajewski, L.J.; Ritzman, L.P.; Malhotra, M.K. (2010). <i>Operations Management</i> , Prentice Hall, 9th edition.
Electronic Materials	N/A
Other Learning Materials	Students' Handouts if available.

2. Required Facilities and equipment

Items	Resources
facilities (Classrooms, laboratories, exhibition rooms, simulation rooms, etc.)	Classroom, lab
Technology equipment (projector, smart board, software)	Data Show, Smart Board , , software
Other equipment (depending on the nature of the specialty)	None

F. Assessment of Course Quality

Assessment Areas/Issues	Assessor	Assessment Methods
Effectiveness of teaching	Chair, Students, External Stakeholders Department and quality committee	Open discussions with the students Anonymous surveys
Effectiveness of students assessment	Chair, Students, External Stakeholders Department and quality committee	Checking marking by the students themselves if it's possible Using the help of other members in reviewing the assignments/exams
Quality of learning resources	Chair, Students, External Stakeholders	Review of course portfolios



Assessment Areas/Issues	Assessor	Assessment Methods
	Department and quality committee	Instructor assessment by students
The extent to which CLOs have been achieved	Chair, Students, External Stakeholders Department and quality committee	Course specifications are periodically reviewed at the departmental level. Courses are updated periodically and compared to the benchmark standards.
Other		

Assessor (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify))

Assessment Methods (Direct, Indirect)

G. Specification Approval Data

COUNCIL /COMMITTEE	BA DEPARTMENT
REFERENCE NO.	
DATE	28/01/2023

