KING'S OWN INSTITUTE*
Success in Higher Education

MGT203 OPERATIONS MANAGEMENT T323 BRIEF

All information in the Subject Outline is correct at the time of approval. KOI reserves the right to make changes to the Subject Outline if they become necessary. Any changes require the approval of the KOI Academic Board and will be formally advised to those students who may be affected by email and via Moodle.
Information contained within this Subject Outline applies to students enrolled in the trimester as indicated

1. General Information

1.1 Administrative Details

Associated HE Award(s)	Duration	Level	Subject Coordinator
BBus (Accg); BBus (Mgt & Finance); BIT	1 trimester	Level 3	Dr Fadi Kotob fadi.kotob@koi.edu.au P: +61 (2) 9283 3583 L: Level 1, 545 Kent St. Consultation: via Moodle or by appointment.

1.2 Core / Elective
This is an elective subject for the above courses.

1.3 Subject Weighting

Indicated below is the weighting of this subject and the total course points.

Subject Credit Points	Total Course Credit Points
4	BBus (Accg) 96; BBus (Mgt & Finance) 96; BIT 96;

1.4 Student Workload

Indicated below is the expected student workload per week for this subject

No. timetabled hours/week*	No. personal study hours/week**	Total workload hours/week***
4 hours/week (2 hour Lecture + 2 hour Tutorial)	6 hours/week	10 hours/week

*   Total time spent per week at lectures and tutorials
**   Total time students are expected to spend per week in studying, completing assessments, etc.
***   Combination of timetable hours and personal study.

1.5 Mode of Delivery
Classes will be face-to-face or hybrid. Certain classes will be online (e.g., special arrangements).

1.6 Pre-requisites   NA

1.7 General Study and Resource Requirements

o   Students are expected to attend classes with the weekly worksheets and subject support material provided in Moodle. Students should read this material before coming to class to improve their ability to participate in the weekly activities.

o Students will require access to the internet and their KOI email and should have basic skills in word processing software such as MS Word, spreadsheet software such as MS Excel and visual presentation software such as MS PowerPoint.
o Computers and WIFI facilities are extensively available for student use throughout KOI. Students are encouraged to make use of the campus Library for reference materials.

Resource requirements specific to this subject: Students should have a non-programmable calculator. Applications in smart phones will not be sufficient to perform the required calculations.

1.8 Academic Advising

Academic advising is available to students throughout teaching periods including the exam weeks. As well as requesting help during scheduled class times, students have the following options:
o Consultation times: A list of consultation hours is provided on the homepage of Moodle where appointments can be booked.
o Subject coordinator: Subject coordinators are available for contact via email. The email address of the subject coordinator is provided at the top of this subject outline.
o Academic staff: Lecturers and Tutors provide their contact details in Moodle for the specific subject. In most cases, this will be via email. Some subjects may also provide a discussion forum where questions can be raised.
o Head of Program: The Head of Program is available to all students in the program if they need advice about their studies and KOI procedures.
o Vice President (Academic): The Vice President (Academic) will assist students to resolve complex issues (but may refer students to the relevant lecturers for detailed academic advice).

# 2. Academic Details

2.1 Overview of the Subject

Operations management is the planning, scheduling, and control of the activities that transform inputs into finished goods and services. The subject focuses on the growing importance of operations management to all types of businesses/industries. It teaches the principles of operations management and its role in achieving competitiveness by designing goods, services, processes and facilities, forecasting demand, scheduling operations, and managing inventory and capacity. It also covers the role of information technology in running efficient operations and the mapping and improvement of organisational processes. The subject develops students' reflective skills and ability to analyse, consolidate and synthesise complex information to solve operational inefficiencies and maximise customer satisfaction.

2.2 Graduate Attributes for Undergraduate Courses

Graduates of the *Bachelor of Business (Accounting),* and the *Bachelor of Business (Management and Finance)* courses from King's Own Institute will achieve the graduate attributes expected from successful completion of a Bachelor's degree under the Australian Qualifications Framework (2nd edition, January 2013). Graduates at this level will be able to apply an advanced body of knowledge from their major area of study in a range of contexts for professional practice or scholarship and as a pathway for further learning.

King's Own Institute's generic graduate attributes for a bachelor's level degree are summarised below:

	KOI Bachelor Degree Graduate Attributes	Detailed Description

	Knowledge	Current, comprehensive and coherent knowledge
	Critical Thinking	Critical thinking and creative skills to analyse and synthesise information and evaluate new problems
	Communication	Communication skills for effective reading, writing, listening and presenting in varied modes and contexts and for transferring knowledge and skills to a variety of audiences
	Information Literacy	Information and technological skills for accessing, evaluating, managing and using information professionally
	Problem Solving Skills	Skills to apply logical and creative thinking to solve problems and evaluate solutions
	Ethical and Cultural Sensitivity	Appreciation of ethical principles, cultural sensitivity and social responsibility, both personally and professionally
	Teamwork	Leadership and teamwork skills to collaborate, inspire colleagues and manage responsibly with positive results
	Professional Skills	Professional skills to exercise judgement in planning, problem solving and decision making

Across the course, these skills are developed progressively at three levels:

o **Level 1 Foundation –** Students learn the basic skills, theories and techniques of the subject and apply them in basic, stand-alone contexts.
o **Level 2 Intermediate –** Students further develop skills, theories and techniques of the subject and apply them in more complex contexts, beginning to integrate the application with other subjects.
o **Level 3 Advanced** – Students have a demonstrated ability to plan, research and apply the skills, theories and techniques of the subject in complex situations, integrating the subject content with a range of other subject disciplines within the context of the course

2.3 Subject Learning Outcomes

This is a Level 2 subject.

Listed below, are key knowledge and skills students are expected to attain by successfully completing this subject:

Subject Learning Outcomes	Contribution to Graduate Attributes
a) Investigate the principles of operations management and their role in achieving competitiveness.	
b) Adapt quantitative techniques to assess operational business performance.	
c) Solve problems by applying the theories and techniques of operations management.	
d) Evaluate the role of information technology in connecting organisations and improving operations.	

e) Develop process maps to measure and improve organisational processes.	

2.4 Subject Content and Structure

Below are details of the subject content and how it is structured, including specific topics covered in lectures and tutorials. Reading refers to the text unless otherwise indicated.

Weekly Planner:

Week (beginning)	Topic covered in each week's lecture	Reading(s)	Expected work as listed in Moodle
1 30 Oct	Introduction to operations	Ch.1 and Lecture Slides	
2 06 Nov	Operations and supply chain strategy	Ch.2 and Lecture Slides	1. Chapter 1 discussion questions 2. Chapter 2 discussion questions 3. Introduction to group formation
3 13 Nov	Product design; process selection	Chs.3, 4 and Lecture Slides	1. Chapter 3 and 4 discussion questions 2. Continuing group formation
4 20 Nov	Service process design; Process-flow analysis	Chs. 5, 6 and Lecture Slides	1. Chapter 5 and 6 discussion questions 2. Continuing group formation
5 27 Nov	Lean thinking and lean systems	Ch. 7and Lecture Slides	1. Chapter 7 discussion questions 2. Continuing group formation
6 04 Dec	**Mid trimester test**	Exam Revision	1. Continuing group formation 2. Discussion on group assessment in student groups **Mid trimester exams**
7 11 Dec	Managing quality; Quality control and improvements	Chs. 8, 9 and Lecture Slides,	1. Chapter 8 and 9 discussion questions 2. Group assessment discussion
8 02 Jan (Tue)	Forecasting; Capacity planning	Ch.10, 11 and Lecture Slides	1. Chapter 10 and 11 discussion questions

9 08 Jan	Scheduling operations; Project planning and scheduling	Ch.12, 13 and Lecture Slides	1. Chapter 12 and 13 discussion questions **Deferred mid trimester exams** - see Section 2.6 below for more information
10 15 Jan	Independent demand inventory; Materials Requirements Planning and ERP	Chs. 14, 15 and Lecture Slides	1. Chapter 14 and 15 discussion questions **Assessment 3 due: Group report**
11 22 Jan	Supply chain management; Sourcing	Chs. 16, 17 and Lecture Slides	Chapter 16 and 17 discussion questions
12 29 Jan	Global logistics	Ch. 18 and Lecture slides	1. Chapter 18 discussion questions 2. Exam Revision
13 05 Feb	Study Review Week and Final Exam Week		
14 12 Feb	Examinations Continuing students - enrolments for T124 open	Please see exam timetable for exam date, time and location	
15 19 Feb	Student Vacation begins New students - enrolments for T124 open		
16 26 Feb	● Results Released ● Review of Grade Day for T323 – see Sections 2.6 and 3.2 below for relevant information. ● Certification of Grades NOTE: More information about the dates will be provided at a later date through Moodle/KOI email.		

T124 4 Mar 2024	
1 04 Mar	Week 1 of classes for T124

2.5 Teaching Methods/Strategies

Briefly described below are the teaching methods/strategies used in this subject:

- o *Lectures* (2 hours/week) are conducted in seminar style and address the subject content, provide motivation and context and draw on the students' experience and preparatory reading.
- o *Tutorials* (2 hours/week) include class discussion of case studies and research papers, practice sets and problem-solving and syndicate work on group projects. Tutorials often include group exercises and so contribute to the development of teamwork skills and cultural understanding. Tutorial participation is an essential component of the subject and contributes to the development of many of the graduate attributes (see section 2.2 above). Tutorial participation contributes towards the assessment in many subjects (see details in Section 3.1 for this subject). Supplementary tutorial

material such as case studies, recommended readings, review questions etc. will be made available each week in Moodle.

o *Online* teaching resources include class materials, readings, model answers to assignments and exercises and discussion boards. All online materials for this subject as provided by KOI will be found in the Moodle page for this subject. Students should access Moodle regularly as material may be updated at any time during the trimester

o *Other contact* - academic staff may also contact students either via Moodle messaging, or via email to the email address provided to KOI on enrolment.

2.6 Student Assessment

Provided below is a schedule of formal assessment tasks and major examinations for the subject.

Assessment Type	When assessed	Weighting	Learning Outcomes Assessed
Assessment 1: Tutorial Participation – Individual	Weeks 2 to 11	10%	a, b, c, d, e
Assessment 2: Mid trimester test invigilated (1½ hours)	Week 6	20%	a, b, c, d
Assessment 3: Group Report 3,000 words (+/-) 10%	Week 10	30%	a, b, c, e
Assessment 4: Final examination On-campus: 2 hours + 10 mins reading time Online: 2 hours + 30 mins technology allowance	Final exam period	40%	a, b, c, d

Requirements to Pass the Subject:

To gain a pass or better in this subject, students must gain a *minimum of 50%* of the total available subject marks.

2.7 Prescribed and Recommended Readings

Provided below, in formal reference format, is a list of the prescribed and recommended readings.

Prescribed Text:

Schroeder, R, Rungtusanatham, MJ, & Goldstein, S 2021, *ISE EBook Online Access for Operations Management in the Supply Chain,* McGraw-Hill US Higher Ed ISE, Available from: ProQuest Ebook Central. [2 December 2020].

Recommended Readings:

Cook, R.S. and Anderson, R. 2020. Transitioning from incident to crisis management to continuity of operations. *Journal of Business Continuity and Emergency Planning*, 14(1), pp. 46–54.

Ding, Y., Tu, Y., Pu, J. and Qiu, L. 2021. Environmental factors in operations management: The impact of air quality on product demand. Production and Operations Management, 30(9), pp. 2910–2924.

Gu, J., Liu, C., Fu, S., Mao, E. and Pang, C., 2020. A priority index based method for identifying influential design factors in product service-oriented designs. *Journal of Intelligent & Fuzzy Systems*, (Preprint), pp.1-18.

Modgil, S., Singh, R.K. and Foropon, C. 2022. Quality management in humanitarian operations and disaster relief management: A review and future research directions. *Annals of Operations Research*, 319(1), pp. 1045–1098.

Paciarotti, C. and Valiakhmetova, I. 2021. Evaluating disaster operations management: An outcome-process integrated approach. *Production and Operations Management*, 30(2), pp. 543–562.

Rubigha, K., 2020. Sustainability in Healthcare Inventory Management: A Seven-Dimensional Review Framework. *Journal of Contemporary Management Research*, *14*(1), pp.18-30.'

Talib, F. and Faisal, M.N., 2020. Assessment of Total Quality Management Implementation in Indian Service Industries. *IUP Journal of Operations Management*, *19*(2), pp.7-28.

Ying-Yen, L. 2022. Improve the concept of operation management and enhance the competitive performance – Comestibles Master Co., Ltd. Case. *International Journal of Organizational Innovation*, 15(1), pp. 125–136.

Yiu, L.M.D., Lam, H.K.S., Yeung, A.C.L. and Cheng, T.C.E. 2020. Enhancing the financial returns of R&D investments through operations management. *Production and Operations Management*, 29(7), pp. 1658–1678.

Chen, W., and Tan, B. 2022. Dynamic procurement from multiple suppliers with random capacities. *Annals of Operations Research*, 317(2), 509-536.

Etse, D., McMurray, A., and Muenjohn, N. 2022. The Effect of Regulation on Sustainable Procurement: Organisational Leadership and Culture as Mediators. *Journal of Business Ethics*, 177(2), 305-325.

Ghadge, A., Jena, S.K., Kamble, S., Misra, D., and Tiwari, M.K. 2021. Impact of financial risk on supply chains: a manufacturer-supplier relational perspective. *International Journal of Production Research*, pp. 59(23), 7090-7105.

Kinra, A., Ivanov, D., Das, A., and Dolgui, A. 2020. Ripple effect quantification by supplier risk exposure assessment. *International Journal of Production Research*, 58(18), pp. 5559-5578.

Li, W., Chen, J., and Chen, B. 2020. Sourcing Strategy of Original Equipment Manufacturer with Quality Competition. *Decision Sciences*, 51(5), 1110-1130.

Lin, N. 2020. Designing Global Sourcing Strategy for Cost Savings and Innovation: A Configurational Approach. *Management International Review (MIR)*, 60(5), 723-753.

Wilhelm, M., and Villena, V.H. 2021. Cascading Sustainability in Multi-tier Supply Chains: When Do Chinese Suppliers Adopt Sustainable Procurement? *Production and Operations Management*, 30(11), 4198-4218.