MGT203 OPERATIONS MANAGEMENT T325 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 Level 7-11, 11 York Street 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

- 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.

- 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.
- 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:

- Consultation times: A list of consultation hours is provided on the homepage of Moodle where appointments can be booked.
- 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.
- 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.
- 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.
- 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

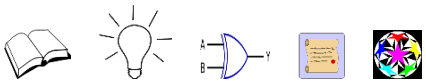
Across the course, these skills are developed progressively at three levels:

- **Level 1 Foundation –** Students learn the basic skills, theories and techniques of the subject and apply them in basic, stand-alone contexts.
- **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.
- **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
Week 1 27 Oct	Introduction to operations	Ch.1 and Lecture Slides	
Week 2 03 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
Week 3 10 Nov	Product design; process selection	Chs.3, 4 and Lecture Slides	1. Chapter 3 and 4 discussion questions 2. Continuing group formation
Week 4 17 Nov	Service process design; Process-flow analysis	Chs. 5, 6 and Lecture Slides	1. Chapter 5 and 6 discussion questions 2. Continuing group formation
Week 5 24 Nov	Lean thinking and lean systems	Ch. 7and Lecture Slides	1. Chapter 7 discussion questions 2. Continuing group formation **Assessment 2 due: quiz**
Week 6 01 Dec	Technology and operations management Operations in practice	Additional Materials	1. Continuing group formation 2. Discussion on group assessment in student groups 3. Discussing technology and efficiency in various industries 4. Reflecting on the real-life examples
Week 7 08 Dec	Managing quality; Quality control and improvements	Chs. 8, 9 and Lecture Slides,	1. Chapter 8 and 9 discussion questions 2. Group assessment discussion **Assessment 3 due: Individual report**
Week 8 15 Dec	Forecasting; Capacity planning	Ch.10, 11 and Lecture Slides	1. Chapter 10 and 11 discussion questions
Week 9 05 Jan	Scheduling operations; Project planning and scheduling	Ch.12, 13 and Lecture Slides	1. Chapter 12 and 13 discussion questions
Week 10 12 Jan	Independent demand inventory; Materials Requirements Planning and ERP	Chs. 14, 15 and Lecture Slides	1. Chapter 14 and 15 discussion questions

Week 11 19 Jan	Supply chain management; Sourcing	Chs. 16, 17 and Lecture Slides	Chapter 16 and 17 discussion questions **Assessment 4 due: Group report and presentation**
Week 12 27Jan (Tue)	Global logistics Presentations	Ch. 18 and Lecture slides	1. Chapter 18 discussion questions **Presentation practice**
Week 13 02 Feb	Study review week and Final Exam Week		
Week 14 09 Feb	Examinations Continuing students - enrolments for T126 open	Please see exam timetable for exam date, time and location	
Week 15 16 Feb	Student Vacation begins New students - enrolments for T126 open		
Week 16 23 Feb	• Results Released • Review of Grade Day for T325 – 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.		
T126 2 Mar 2026			
Week 1 02 Mar	Week 1 of classes for T126		

2.5 Teaching Methods/Strategies

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

- *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.
- *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.
- *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
- *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: Quiz	Week 5	20%	a, c
Assessment 3: Individual Report	Week 7	30%	a, b, c, d
Assessment 4: Group Report and Presentation	Report: W 11 Presentation: W 11	Report 30% Presentation 10%	a, b, c, e

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., and Goldstein, S.M. 2024. *Operations Management In The Supply Chain: Sustainability and Resilience*, McGraw-Hill.

Recommended Readings:

Boersma, K., Büscher, M. and Fonio, C. 2022. Crisis management, surveillance, and digital ethics in the COVID-19 era. *Journal of Contingencies & Crisis Management*, 30(1), pp. 2-9.

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

Chen, K., Wang, X., Niu, B., Chen, Y-J. 2022. The impact of tariffs and price premiums of locally manufactured products on global manufacturers' sourcing strategies. *Production & Operations Management*, 31(9), pp. 3474-3490.

Eichholz, J., Knauer, T. and Winkelmann, S. 2023. Digital Maturity of Forecasting and its Impact in Times of Crisis. *Schmalenbach Journal of Business Research (SBUR)*, 75(4), pp. 443-481.

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.

Freeman, N. and Narayanan, A. 2022. The impact of multiple products and limited capacity on routine sourcing decisions. *International Journal of Production Research*, 60(12), pp. 3728-3750.

Gan, T-S., Steffan, M., Grunow, M., Akkerman, R. 2022. Concurrent design of product and supply chain architectures for modularity and flexibility: process, methods, and application. *International Journal of Production Research*, 60(7), pp. 2292-2311.

Hsu, S.-H., Chen, Y.-F. and Chou, Y.-C. 2022. Topic analysis of studies on total quality management and business excellence: an update on research from 2010 to 2019. *Total Quality Management & Business Excellence*, 33(9/10), pp. 1039-1055.

Magistretti, S., Dell'Era, C., Cautela, C., and Kotlar, J. 2023. Design Thinking for Organizational Innovation at PepsiCo, *California Management Review*, 65(3), pp. 5-26.

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.

Quam, M. 2022. Enabling the decision-making process: Applying experience from Afghanistan to civilian crisis and incident management. *Journal of Business Continuity & Emergency Planning*, 15(3), pp. 284-292.

Shourabizadeh, H., Kundakcioglu, O.E., Bozkir, C.D.C., Tufekci, M.B. and Henry, A.C. 2023. Healthcare inventory management in the presence of supply disruptions and a reliable secondary supplier. Annals of Operations Research, 331(2), 1149-1206.

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.

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.

Useful Websites:

https://www.scmr.com/

https://www.supplychaindive.com/

https://onlinelibrary.wiley.com/journal/18731317

https://link.springer.com/journal/12063

https://www.cips.org/intelligence-hub/operations-management