

Course Syllabus

1	Course title	Production and Operations Management							
2	Course number	1601719							
	Credit hours	3							
3	Contact hours (theory, practical)	Sunday: 16.00-17.00							
3		Tuesday: 11.30-12.30							
		Wednesday: 12.45-13.30							
4	Prerequisites/corequisites								
5	Program title	Master of Business Administration							
6	Program code	011							
7	Awarding institution	The University of Jordan							
8	School	School of Business							
9	Department	Business Management							
10	Course level	MBA							
11	Year of study and semester (s)	2023/2024, first semester							
12	Other department (s) involved in teaching the course	None							
13	Main teaching language	English							
14	Delivery method	⊠Face to face learning □Blended □Fully online							
15	Online platforms(c)	□Moodle □Microsoft Teams □Skype □Zoom							
15	Online platforms(s)	□Others							
16	Issuing/Revision Date	9/10/2023							
17 Co	ourse Coordinator:								
Nam	e: Professor Ayman Abdallah	Contact hours: As shown above							
Offic	ce number: 24192	Phone number:							
Ema	il: a.abdallah@ju.edu.jo								



18 Other instructors:

Name:
Office number:
Phone number:
Email:
Contact hours:
Name:
Office number:
Phone number:
Email:
Contact hours:

19 Course Description:

The intent of this course is to provide management and analytical concepts/tools for the management of operations and the decision-making process within the scope of the Operations major areas of concentration; project management, supply chain management, quality management, process management, capacity planning and others. Nowadays, most of the operational strategies involve improving operational efficiency through cost reductions or through increasing capital efficiency. Decision-making regarding operational issues is one of the most common tasks within organizations. This course will enhance students' ability to perform the quantitative analysis necessary and understand their managerial issues in order to make good operational decisions within the organization. The focus on the operations perspective aims at providing the students with sufficient insights on the crucial role of operations to achieving a competitive advantage and increasing profitability.



20 Course aims and outcomes:



A- Aims:

The course aims to provide students with the appropriate analytical techniques, processes, and approaches applied to solve, prevent and anticipate problems within an organization with regard to operations management.

B- Students Learning Outcomes (SLOs):

Upon successful completion of this course, students will be able to:

	SLO (1)	SLO (2)	SLO (3)	SLO (4)
SLOs	Identify the major	Adopt autonomy,	Develop	Apply
	issues	accountability	advanced	quantitative and
SLOs of the	characterizing an	and continuous	problem solving	qualitative skills
course	organization	self-development	and analytical	related to
	business	in	skills through	operations
	environment	analyzing and	exposure to	management,
	using advanced	performing major	real-life case	project
	rigorous	managerial tasks	studies	management and
	knowledge	at their work		quality
		places		management
				_
1- Comprehend	*			
all basic concepts				
of Operations				
Management				
2- Justify				*
decisions made				
by appropriate				
quantitative and				
qualitative				
methods				
3- Discuss the		*		
different subjects				
of OM in some				
depth, including				
its relevance,				
managerial				
considerations,				



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advantages and limitations				
4- Employ analytical skills as appropriate during decision- making			*	
5- Solve operational problems according to the given data and situations				*
6- Analyze different supply chain situations, and select the best practice			*	
7- Select and apply the appropriate forecasting techniques				*
8- Analyze the different systems designs and propose any changes within specified context	*			
9- Use properly the inventory management techniques and solve typical problems		*		



10- Display an integrated approach to the deployment of analytical skills		*	
11- Develop efficient decision- making process based on objective quantitative and qualitative data	*		

21. Topic Outline and Schedule:

Week	Lecture	Topic	Intended Learning Outcome	Learning Methods (Face to Face/Blended/ Fully Online)	Platform	Synchronous / Asynchronous Lecturing	Evaluation Methods	Resources
1	1.1	Chapter 1. Introduction to Operations Management	1, 2, and 5	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok Slides
	1.2							
	1.3							
2	2.1	Chapter 2. The Global Environme nt and	1, 2, and 3	Face to Face		Synchrono us lecturing	Follow up questions	Textbo ok



2.2 2.3						Exercises	
Lecture	Торіс	Intended Learning Outcome	Learning Methods (Face to Face/Blended/ Fully Online)	Platform	Synchronous / Asynchronous Lecturing	Evaluation Methods	Resources
3.1	Chapter 3. Managing Projects	1, 2, and 4	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok Slides
3.2							
3.3							
4.1	Chapter 3. Managing Projects	1, 2, and 4	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok Slides
4.2							
4.3							
5.1	Chapter 4. Forecasting Demand	3 and 7	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok Slides
5.2							
5.3							
6.1	Chapter 4. Forecasting	3 and 7	Food to Food		Synchrono us lecturing	Follow up questions	Textbo ok Slides
	3.2 3.3 4.1 4.2 4.3 5.1 5.2 5.3	3.2 3.3 4.1 Chapter 3. Managing Projects 4.2 4.3 5.1 Chapter 4. Forecasting Demand 5.2 5.3 6.1 Chapter 4.	3.1 Chapter 3. Managing Projects 3.2 3.3 1, 2, and 4 4.1 Chapter 3. Managing Projects 4.2 4.3 3 and 7 5.1 Chapter 4. Forecasting Demand 5.2 5.3 3 and 7	3.1 Chapter 3. Managing Projects 3.2 3.3 1, 2, and 4 4.1 Chapter 3. Managing Projects 4.2 4.3 3 and 7 5.1 Chapter 4. Forecasting Demand 5.2 5.3 3 and 7 6.1 Chapter 4. Forecasting	3.1 Chapter 3. Managing Projects 3.2 3.3 1, 2, and 4 4.1 Chapter 3. Managing Projects 4.2 4.3 3 and 7 5.1 Chapter 4. Forecasting Demand 5.2 5.3 3 and 7 6.1 Chapter 4. Forecasting	3.1 Chapter 3. Managing Projects 3.2	3.1 Chapter 3. Managing Projects 3.2



6.2	ACCREDITATION & QUALITY ASSURA			1			7
7.1 Chapter 6. Quality Manageme nt and Internation al Standards 7.2 7.3 Sides 8.1 Chapter 7. Process Design 8.2 8.3 Suppleme nt 7. Capacity Planning 9.1 Suppleme nt 7. Capacity Planning 9.1 Chapter 8. Location Decisions 10.2 Chapter 8. Location Decisions 10.2 Chapter 8. Location Decisions Face to Face Synchrono us lecturing Pollow up questions Synchrono us lecturing up questions Follow up questions Face to Face Synchrono us lecturing up questions Face to Face Face to Face Synchrono us lecturing up questions Face to Face Face to Fa		6.2					
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10.1 Chapter 8. Location Decisions Face to Face Synchrono us lecturing questions Follow up questions - Exercises Slides		9.2					
10.1 Chapter 8. Location Decisions Face to Face Us lecturing up questions - Exercises Slides		9.3					
	10	10.1	Location	4 and 6	Face to Face	up questions	ok
10.3		10.2					
		10.3					



11.1 Chapter 9. Layout Decisions Face to Face Synchrono us lecturing Pollow up questions Face to Face Synchrono us lecturing Follow up questions Face to Face Synchrono us lecturing Follow up questions Face to Face Follow up questions Face to Face Follow up questions Follow up questions Follow up questions Follow up questions Face to Face F	ACCREDITATION & QUALITY ASSURE	WICE CENTER		T =	1	T .	T	1 11
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12.1 Chapter 9. Layout Decisions Face to Face 12.2		11.3						
12.3 Chapter 12.	12	12.1	Layout	8, 10 and 11	Face to Face		up questions	ok
13.1 Chapter 12. Managing Inventory 13.2 Synchrono us lecturing 13.3 Synchrono us lecturing 14.1 Chapter 12. Managing Inventory 9, 10 and 11 Synchrono us lecturing 9, 10 and 11 Synchrono us lecturing 9, 10 and 11 Synchrono us lecturing 14.1 Chapter 12. Managing Inventory Face to Face 14.2 Synchrono us lecturing 14.3 Synchrono us lecturing 15.1 Project Presentatio ns Face to Face Face to Face Face to Face Face to Face Synchrono us lecturing Synchrono us lecturing Follow up questions Textbo ok Textbo ok Textbo ok Follow up questions Follow up questions Face to Face Synchrono us lecturing Inventory Follow asynchrono us lecturing questions		12.2						
13.1 Chapter 12. Managing Inventory Face to Face		12.3						
13.3 13.3 9, 10 and 11 Synchrono us lecturing Follow up questions Face to Face Face Slides	13	13.1	12. Managing	9, 10 and 11	Face to Face	-	up questions	ok
14.1 Chapter 12. Managing Inventory Face to Face Face Face Face Slides 14.1 Project Presentatio ns Face to Face Face Face Face Face Face Face Face		13.2						
14.1 Chapter 12. Managing Inventory Face to Face Face Exercises Slides 14.2 Synchrono us / Follow asynchrono us lecturing ok 15.1 Project Presentatio ns Face to Face Face Inventory Up questions Synchrono us / Follow asynchrono us lecturing questions		13.3						
14.3 All Project Presentatio ns Face to Face Synchrono us / asynchrono us lecturing questions	14	14.1	12. Managing	9, 10 and 11	Face to Face		up questions	ok
15.1 Project Presentatio ns Face to Face Synchrono us / Follow asynchrono us lecturing questions		14.2						
15.1 Project Presentatio ns Face to Face us / asynchrono us lecturing questions		14.3						
15.2	15	15.1	Presentatio	All	Face to Face	us / asynchrono	up	
		15.2						



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22 Evaluation Methods:

Opportunities to demonstrate achievement of the SLOs are provided through the following assessment methods and requirements:

Evaluation Activity	Mark	Topic(s)	SLOs	Period (Week)	Platform
Midterm exam	30	Chapters 1, 2, 3, 4, 6 and 7	1, 2, 3, 4, 5, 6, 7, 8, and 10	Week 8	Face to face
Participation and					
Assignments	10				
Quiz/project	20	All	All	Week 15	Face to face
Final exam	40	All chapters	All	Week 16	Face to face

23 Course Requirements

(e.g: students should have a computer, internet connection, webcam, account on a specific software/platformetc):	
None	

24 Course Policies:



- A- Attendance policies: Students are not allowed to miss more than 15% of the classes during the semester. Failing to meet this requirement will be dealt with according to the university disciplinary rules.
- B- Absences from exams and submitting assignments on time: Assignments should be submitted on time. Make up exams will be held for those students having permission from the deputy dean for students' affairs.
- C- Health and safety procedures:
- D- Honesty policy regarding cheating, plagiarism, misbehavior: Cheating and plagiarism will be dealt with according to the university disciplinary rules.
- E- Grading policy: As described above
- F- Available university services that support achievement in the course: E-library

25 References:

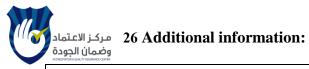
A- Required book(s), assigned reading and audio-visuals:

Hiezer, J., Render, B., and Munson, C. (2017). Operations Management: Sustainability and Supply

B- Recommended books, materials, and media:

Chain Management, 12th Edition, Pearson

- 1-William Stevenson (2017). Operations Management, 13th ed., McGraw Education.
- 2-Krajewski, L., Malhorta, M. and Ritzman, L. (2018). Operations Management: Processes and Supply Chains, 12th ed., Pearson



Name of Course Coordinator: Professor Ayman Abdallah	Signature: AA	Date 9/10/2023
Head of Curriculum Committee/Department: Signature:		
Head of Department:	Signatu	ıre:
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Head of Curriculum Committee/Faculty:	Sigr	nature:
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