

Course Syllabus

1	Course title	Production and Operations Management	
2	Course number	1601719	
3	Credit hours	3	
	Contact hours (theory, practical)	Sunday: 16.00-17.00 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	<input checked="" type="checkbox"/> Face to face learning <input type="checkbox"/> Blended <input type="checkbox"/> Fully online	
15	Online platforms(s)	<input type="checkbox"/> Moodle <input type="checkbox"/> Microsoft Teams <input type="checkbox"/> Skype <input type="checkbox"/> Zoom <input type="checkbox"/> Others.....	
16	Issuing/Revision Date	9/10/2023	

17 Course Coordinator:

Name: Professor Ayman Abdallah

Contact hours: As shown above

Office number: 24192

Phone number:

Email: 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:

SLOs SLOs of the course	SLO (1) Identify the major issues characterizing an organization business environment using advanced rigorous knowledge	SLO (2) Adopt autonomy, accountability and continuous self-development in analyzing and performing major managerial tasks at their work places	SLO (3) Develop advanced problem solving and analytical skills through exposure to real-life case studies	SLO (4) Apply quantitative and qualitative skills related to operations management, project management and quality 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,		*		

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		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	1.2							
	1.3							
2	2.1	Chapter 2. The Global Environment and	1, 2, and 3	Face to Face		Synchronous lecturing	Follow up questions	Textbook

		Operations Strategy					- Exercises	Slides
	2.2							
	2.3							
Week	Lecture	Topic	Intended Learning Outcome	Learning Methods (Face to Face/Blended/ Fully Online)	Platform	Synchronous / Asynchronous Lecturing	Evaluation Methods	Resources
3	3.1	Chapter 3. Managing Projects	1, 2, and 4	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	3.2							
	3.3							
4	4.1	Chapter 3. Managing Projects	1, 2, and 4	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	4.2							
	4.3							
5	5.1	Chapter 4. Forecasting Demand	3 and 7	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	5.2							
	5.3							
6	6.1	Chapter 4. Forecasting Demand	3 and 7	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides

	6.2							
	6.3							
7	7.1	Chapter 6. Quality Management and International Standards	4 and 10	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	7.2							
	7.3							
8	8.1	Chapter 7. Process Design	5,6, and 8	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	8.2							
	8.3							
9	9.1	Supplement 7. Capacity Planning	8, 10, and 11	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	9.2							
	9.3							
10	10.1	Chapter 8. Location Decisions	4 and 6	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	10.2							
	10.3							

11	11.1	Chapter 9. Layout Decisions	8, 10 and 11	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok Slides
	11.2							
	11.3							
12	12.1	Chapter 9. Layout Decisions	8, 10 and 11	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok Slides
	12.2							
	12.3							
13	13.1	Chapter 12. Managing Inventory	9, 10 and 11	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok Slides
	13.2							
	13.3							
14	14.1	Chapter 12. Managing Inventory	9, 10 and 11	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok Slides
	14.2							
	14.3							
15	15.1	Project Presentatio ns	All	Face to Face		Synchrono us / asynchrono us lecturing	Follow up questions	
	15.2							

	15.3							
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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/platform...etc):

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 Chain Management, 12th Edition, Pearson

B- Recommended books, materials, and media:

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



26 Additional information:

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Name of Course Coordinator: Professor Ayman Abdallah	Signature: AA	Date 9/10/2023
Head of Curriculum Committee/Department: -----	Signature: -----	---
Head of Department: -----	Signature: -----	-
Head of Curriculum Committee/Faculty: -----	Signature: -----	-
Dean: -----	Signature: -----	