

## Course Syllabus

1	<b>Course title</b>	Operations and Production Management	
2	<b>Course number</b>	1601413	
3	<b>Credit hours</b>	3	3
	<b>Contact hours (theory, practical)</b>	Sunday: 16.00-17.00 Tuesday: 11.30-12.30 Wednesday: 12.45-13.30	
4	<b>Prerequisites/corequisites</b>	1601311 (Operations Research)	
5	<b>Program title</b>	Bachelor of Business Administration	
6	<b>Program code</b>	010	
7	<b>Awarding institution</b>	The University of Jordan	
8	<b>School</b>	School of Business	
9	<b>Department</b>	Business Management	
10	<b>Course level</b>	Bachelor	
11	<b>Year of study and semester (s)</b>	2023/2024, first semester	
12	<b>Other department (s) involved in teaching the course</b>	None	
13	<b>Main teaching language</b>	English	
14	<b>Delivery method</b>	<input checked="" type="checkbox"/> Face to face learning <input type="checkbox"/> Blended <input type="checkbox"/> Fully online	
15	<b>Online platforms(s)</b>	<input type="checkbox"/> Moodle <input checked="" type="checkbox"/> Microsoft Teams <input type="checkbox"/> Skype <input type="checkbox"/> Zoom <input type="checkbox"/> Others.....	
16	<b>Issuing/Revision Date</b>	9/10/2023	

### 17 Course Coordinator:

Name: Professor Ayman Abdallah

Contact hours: As shown above

Office number: 113

Phone number: 24192

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) Examine the main concepts, principles and theories associated with business management and discuss a substantial body of subject-based knowledge of business	SLO (2) Apply problem solving, critical thinking and decision-making skills to solve problems related to business management and recommend further actions	SLO (3) Demonstrate Analysis and strategic planning skills and optimal utilization of human resources skills	SLO (4) Illustrate quantitative and qualitative skills related to operations, quality, project, and supply chain management
1- Define operations and production management and distinguish between goods and services	*			
2- Compute and interpret single-factor, multi-factor, and total productivity				*
3- Discuss the strategic role of operations			*	



strategy in achieving organizational competitive advantage				
4- Apply qualitative and quantitative forecasting techniques				*
5- Describe the four strategies to design production processes			*	
6- Compute and interpret design capacity, effective capacity, utilization, and efficiency and Perform bottleneck analysis				*
7- Discuss qualitative factors and quantitative methods for optimizing location decisions				*
8- Explain how to achieve a good layout for process-oriented facilities, product-oriented facilities, fixed-		*		

position facilities, and offices				
9- Perform assembly-line balancing in a repetitive or product-oriented facility	*			
10- Apply the economic order quantity, the production order quantity, and the quantity discounts inventory models				*

## 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 and 2	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	1.2	Chapter 1. Introduction to Operations Management	1 and 2	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides

Week	Lecture	Topic	Intended Learning Outcome	Learning Methods (Face to Face/Blended/ Fully Online)	Platform	Synchronous / Asynchronous Lecturing	Evaluation Methods	Resources
	1.3							
2	2.1	Chapter 1. Introduction to Operations Management	1 and 2	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	2.2	Chapter 2. The Global Environment and Operations Strategy	3	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	2.3							
3	3.1	Chapter 2. The Global Environment and Operations Strategy	3	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	3.2	Chapter 2. The Global Environment and Operations Strategy	3	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	3.3							
4	4.1	Chapter 4. Forecasting Demand	4	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides

	4.2	Chapter 4. Forecasting Demand	4	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok  Slides
	4.3							
5	5.1	Chapter 4. Forecasting Demand	4	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok  Slides
	5.2	Chapter 4. Forecasting Demand	4	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok  Slides
	5.3							
6	6.1	Chapter 7. Process Design	5	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok  Slides
	6.2	Chapter 7. Process Design	5	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok  Slides
	6.3							
7	7.1	Chapter 7. Process Design	5	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok  Slides



	7.2	Supplement 7. Capacity Planning	6	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	7.3							
8	8.1	Supplement 7. Capacity Planning	6	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	8.2	Supplement 7. Capacity Planning	6	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	8.3							
9	9.1	Chapter 8. Location Decisions	7	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	9.2	Chapter 8. Location Decisions	7	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	9.3							
10	10.1	Chapter 8. Location Decisions	7	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides

	10.2	Chapter 9. Layout Decisions	8 and 9	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok  Slides
	10.3							
11	11.1	Chapter 9. Layout Decisions	8 and 9	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok  Slides
	11.2	Chapter 9. Layout Decisions	8 and 9	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok  Slides
	11.3							
12	12.1	Chapter 9. Layout Decisions	8 and 9	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok  Slides
	12.2	Chapter 9. Layout Decisions	8 and 9	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok  Slides
	12.3							
13	13.1	Chapter 12. Managing Inventory	10	Face to Face		Synchrono us lecturing	Follow up questions - Exercises	Textbo ok  Slides

	13.2	Chapter 12. Managing Inventory	10	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	13.3							
14	14.1	Chapter 12. Managing Inventory	10	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	14.2	Chapter 12. Managing Inventory	10	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	14.3							
15	15.1	Chapter 12. Managing Inventory	10	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	15.2	Chapter 12. Managing Inventory	10	Face to Face		Synchronous lecturing	Follow up questions - Exercises	Textbook Slides
	15.3							

## 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, 4, and 7	1, 2, 3, and 4	Week 8	Face to face
Participation and Assignments	6				
Quiz	14	Chapters 7S, 8, and 9	6, 7, 8, and 9	Week 13	Face to face
Final exam	50	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):**

Students should have a computer and internet connection

### 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, 12<sup>th</sup> ed., Pearson

## 26 Additional information:



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: -----	