The Hong Kong Polytechnic University

Subject Description Form

Subject Code	LGT5171					
Subject Title	Contemporary Issues in Operations Management					
Credit Value	3					
Level	5					
Normal Duration	1-semester					
Pre-requisite / Co-requisite/ Exclusion	NIL					
Objectives	 This course aims to learn recent best practices in improving process and operations of organization. It helps students develop concepts and skills that are required to manage and enhance operations system for manufacturing as well as service in both public and private sectors. The subject also enables students to formulate application for managerial actions by studying different strategies in operations. This subject contributes to the following Intended Learning Outcomes for the MSc in Global Business and Decision Analysis #4 Apply decision tools/models to analyse global business problems MSc Business Management programme: Programme Intended Learning Outcomes # 1 (Objective 1a and 1b): 					
	 Application of Concepts Programme Intended Learning Outcomes # 2: Critical, Creative and Design Thinking 					
Intended Learning Outcomes	 Upon completion of the subject, students will be able to: a. develop hands-on knowledge of current operations management in different cultural background and critique their applicability in different contents. b. formulate operations strategy and design operations system to fit in emerging trends in the global business environment. c. understand corporate cultural impact on the performance of operations and process. d. apply appropriate novel approach to measure, reflect and improve process performance. e. build capability to present reasoned arguments in leading and communicating changes in organization. 					
Subject Synopsis/ Indicative Syllabus	 Process management The process view of the organization. Performance measures. Non-value-added activities. Process improvement Business process redesign. Capacity revitalization. Total productive maintenance (TPM). Set-up and single minute exchange of dies (SMED). Kaizen and problem solving. 					

	Operations str	rategy							
	Capacity strat coordination.	egy. Sourci	ng st	rategy	. Sup	ply c	hain	strategy	⁷ and
	Operations philosophy								
	The Toyota Way. Agile manufacturing.								
	Artificial intelligence (AI) applications in operations management								
	Utilization of historical data. Integration of prediction and optimization.								
	Special topics								
	Project management. Information technology. New product development. Capabilities development.								
Teaching/Learning Methodology	Concepts, theories, methodologies and management issues will be introduced to students through lectures. Case study and simulation will be used to illustrate concepts and methodologies to encourage students to participate in discussions.								
	Group project will allow students to resolve real world operations problems by applying the knowledge learned in the class.								
Assessment Methods			_	_		_]	
in Alignment with Intended Learning Outcomes	Specific assessment methods/tasks	% weighting	Inten outco tick a	Intended subject learning outcomes to be assessed (Please tick as appropriate)					
			a	b	с	d	e		
	Continuous Assessment	50%							
	Participation and quizzes	10%	~	\checkmark	~				
	Individual assignment	20%	\checkmark	\checkmark	\checkmark				
	Group project and presentation	20%	~	\checkmark	~	\checkmark	~		
	Examination	50%	\checkmark	\checkmark	\checkmark	\checkmark			
	Total	100%							
	Explanation of the appropriateness of the assessment methods in assessing the programme intended learning outcomes: Application of concepts (MScBM Outcome 1) can be assessed by Exam. Critical, Creative and Design Thinking (MScBM Outcome 2) can be assessed by Individual assignment and Group Project.								
	Explanation of the appropriateness of the assessment methods in assessing the subject intended learning outcomes:Quiz, Individual Assignment, Group Project and Presentation, and Exam are designed to ensure that students can achieve the intended learning outcomes in a steady process.								sing
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	To reflect the significant technology content in this subject, 10% (or more) of the overall weighting of this subject is based on individual assessment concerning technology-related knowledge.				
Student Study Effort Expected	Class contact:				
	 Lectures / Tutorials 	39 Hrs.			
	Other student study effort:				
	Reading and homework	36 Hrs.			
	 Group work 	51 Hrs.			
	 Total student study effort 	126 Hrs.			
	 Lectures / Tutorials 	39 Hrs.			
	Other student study effort:				
Reading List and References	 Anupindi, R., Chopra, S., Deshmukh, S.D., Van Mieghem, J.A. and Zemel, E. (2012), <i>Managing Business Process Flows: Principles ofOperations</i> <i>Management</i>, 3rd ed., Prentice Hall. 				
	Beckman, S.L. (2008), <i>Operations Strategy: Competing in the 21st Century</i> , McGraw-Hill.				
	Brown, K.A. and Hyer, N.L. (2010), <i>Managing Projects: A Team-Based</i> <i>Approach</i> , McGraw-Hill.				
	Cachon, G. and Terwiesch, C. (2013), <i>Matching Supply with Demand:An</i> Introduction to Operations Management, 3 rd ed., McGraw-Hill.				
	Duhigg, C. (2012), <i>The Power of Habit: Why We Do What We Do in Lifeand Business</i> . New York: Random House.				
	Foster, S.T. (2013), <i>Managing Quality: Integrating the Supply Chain</i> , 5 th ed., Prentice Hall.				
	Hammer, M. and Champy, J. (2001), <i>Reengineering the Corporation: A Manifesto for Business Revolution</i> , rev. ed., Nicholas Brearley.				