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/Role and Purposes	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 Business Management programme: • Programme Intended Learning Outcomes # 1: Application of Concepts • Programme Intended Learning Outcomes # 2: Critical, Creative and Design Thinking
Subject 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**

<table>
<tr><td></td><td>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 strategy
Capacity strategy. Sourcing strategy. Supply chain strategy and coordination.

▪ Operations philosophy
The Toyota Way. Agile manufacturing.

▪ Special topics
Project management. Information technology. New product development. Capabilities development.</td></tr>
<tr><td>Teaching/Learning Methodology</td><td>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.</td></tr>
<tr><td>Assessment Methods in Alignment with Intended Learning Outcomes</td><td>
<table>
<tr><td rowspan="2">Specific assessment methods/tasks</td><td rowspan="2">% weighting</td><td colspan="6">Intended subject learning outcomes to be assessed (Please tick as appropriate)</td></tr>
<tr><td>a</td><td>b</td><td>c</td><td>d</td><td>e</td><td></td></tr>
<tr><td>Continuous Assessment</td><td>50%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>Participation and quizzes</td><td>10%</td><td>✓</td><td>✓</td><td>✓</td><td></td><td></td><td></td></tr>
<tr><td>Individual assignment</td><td>20%</td><td>✓</td><td>✓</td><td>✓</td><td></td><td></td><td></td></tr>
<tr><td>Group project and presentation</td><td>20%</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td></td></tr>
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Exam	**50%**	✓	✓	✓	✓		
Total	**100%**							

Note: To pass this subject, students are required to obtain Grade D or above in both the Continuous Assessment and Exam components.

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.

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.
Reading List and References	Anupindi, R., Chopra, S., Deshmukh, S.D., Van Mieghem, J.A. and Zemel, E. (2012), *Managing Business Process Flows: Principles of Operations Management*, 3rd ed., Prentice Hall. Beckman, S.L. (2008), *Operations Strategy: Competing in the 21st Century*, McGraw-Hill. Brown, K.A. and Hyer, N.L. (2010), *Managing Projects: A Team-Based Approach*, McGraw-Hill. Cachon, G. and Terwiesch, C. (2013), *Matching Supply with Demand: An Introduction to Operations Management*, 3rd ed., McGraw-Hill. Duhigg, C. (2012), *The Power of Habit: Why We Do What We Do in Life and Business*. New York: Random House. Foster, S.T. (2013), *Managing Quality: Integrating the Supply Chain*, 5th ed., Prentice Hall. Hammer, M. and Champy, J. (2001), *Reengineering the Corporation: A Manifesto for Business Revolution*, rev. ed., Nicholas Brearley. Imai, M. (1986), *Kaizen: The Key to Japan's Competitive Success,* McGraw-Hill. Laguna, M. and Marklund, J. (2013), *Business Process Modeling, Simulation, and Design*, 2nd ed., CRC Press. Liker, J.K., Hoseus, M. and The Center for Quality People and Organizations (2008), *Toyota Culture: the Heart and soul of the Toyota Way*, McGraw-Hill.	

	Liker, J.K. and Franz, J.K. (2011), *The Toyota Way to Continuous Improvement: Linking Strategy and Operational Excellence to Achieve Superior Performance*, McGraw-Hill. Mitra, A. (2008), *Fundaments of Quality Control and Improvement*, 3rd ed., Wiley. Oakland, J.S. (2014), *Total Quality Management and Operational Excellence: Text with Cases,* 4th ed., Routledge. Schneider, B. and White, S.S. (2004), *Service Quality: Research Perspectives*, Sage Publications. Schroeder, R.G., Goldstein, S.M and Rungtusanatham, M.J. (2013), *Operations Management in the Supply Chain – Decisions and Cases,* 6th ed., McGraw-Hill. Simchi-Levi, D., Kaminsky, P. and Simchi-Levi, E.(2009), *Designing and Managing the Supply Chain: Concepts, Strategies and Case Studies,* 3rd ed., McGraw-Hill. Stevenson, W.J. and Chuong, S.C. (2014), *Operations Management*, 2nd ed., McGraw-Hill. Tenner, A.R. and DeToro, I.J. (1997), *Process Redesign: The Implementation Guide for Managers*, Addison-Wesley. Wills, B. (2009), *Green Intentions: Creating a Green Value Stream to Compete and Win,* CRC Press. Wysocki, R.K. (2004), *Project Management Process Improvement*, Artech House.