



SUBJECT SYLLABUS

ACADEMIC OVERVIEW

INTERNATIONAL SCHOOL OF ECONOMIC & ADMINISTRATIVE SCIENCES

SUBJECT NAME AND CODE: Operations Management (81125)

PROGRAM: Bachelor of Business Administration (BBA),

Bachelor of International Business (BIB)

Bachelor of International Marketing & Logistics Administration (BIMLA)

Gastronomy (GAS)

LEVEL OF STUDY: Undergraduate Program

GENERAL ACADEMIC INFORMATION			
LATEST UPDATE	2016-2		
ACADEMIC AREA	Operations Management		
SEMESTER	Fifth, BIMLA; Sixth, BIB, and GAS; Eighth, BBA		
SUBJECT TYPE	Mandatory		
CREDIT POINTS	3		
CLASSROOM HOURS PER WEEK	3		
PRE-REQUISITES	Operations Optimization; Models for Decision Making, none for Gastronomy		
LANGUAGE	English		
INTERNATIONAL CONTENT	<ul style="list-style-type: none"> • Readings taken from international journal articles • Readings in foreign language • Development of projects with international or intercultural focus • Development of international cases to be compared against national reality • International bibliography is used 		
COURSE DETAILS			
COURSE DESCRIPTION	To develop analytical thinking of the functions and roles of operations managers, by understanding how the operations' area is related and work with the other areas of the organization, and by acquiring skills and confidence in quantitative and qualitative analysis of operations.		
COMPETENCES DEVELOPED	Competence	Emphasis	Intended Learning Outcome (ILO)*

	Developing strategies to link operations with the needs raised by the organization in strategic planning.	Skill	ILO01 ILO02, ILO03
	Learning concepts associated to management operations such as inventory management, ordering systems, planning, forecasting and capacity management among others.	Knowledge	ILO05 BBA ILO06
	Identifying the different responsibilities of operations in an environment of globalization.	Skill	ILO01 ILO02 ILO05
	Applying the operations management under an ethical and moral framework based on human values.	Context	ILO04
	<p>* Intended Learning Outcome</p> <p>ILO01: Global Vision: Demonstrate an understanding of multicultural environments both in local and global contexts.</p> <p>ILO03: Teamwork: Understand and work with others of different backgrounds to solve problems, develop meaningful relationships, and share knowledge.</p> <p>ILO04: Ethics & Social Responsibility: Demonstrate awareness of ethical issues in business environments and contribute to the improvement of social conditions.</p> <p>ILO05: Understand principles and concepts of administration: Demonstrate specific knowledge in the field according to the level of study (Bachelor).</p> <p>BBA ILO06: Entrepreneurship & Innovation: Apply and improve, with entrepreneurship spirit and creative thinking, management processes for established companies or student start-ups.</p>		
COURSE CONTENTS	<ul style="list-style-type: none"> • Introduction to the Operations Management. • Operations strategies • Forecast • Productivity and capacity management • Stock Management System • Decision - Making Plant Decisions : Location and Distribution • Project Management • Queuing theory • MRP I, MRP II 		
METHODOLOGY	<p>Problem Based Learning Lecture and Case Method Theoretical classes Participative classes: Small Groups Discussion Written tests, essays, presentations and integral projects</p>		

<p>ASSESSMENT</p>	<p>According to the teaching technique of Problem Based Learning, the following strategies for evaluation will be used:</p> <ul style="list-style-type: none"> • Problem based learning in real or specific situations, students through field work identify a problem or issue and create an operation strategy. Students must be able to abstract, analyze and synthesize situations that may occur in organizations' operations • Class participation • Written evaluations • Comprehensive on-going assessment throughout the learning process • Teamwork and contributions for the team • Reading Comprehension Assessment <p>Two mid-term exams (60%) and a final exam (40%)</p> <p>First term: Quizzes & workshops: 30% Individual exam: 70%</p> <p>Second term: Presentations of Applied Cases: 25% Quizzes & workshops: 25%; Individual exam: 50%</p> <p>Third term: Final Exam (Applied Practical workshop): 100% There are use rubrics to evaluate the written and oral projects.</p>
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