

**SUBJECT SYLLABUS
ACADEMIC OVERVIEW
INTERNATIONAL SCHOOL OF ECONOMIC & ADMINISTRATIVE SCIENCES**

COURSE NAME AND CODE: **Operations Management InThe Service Sector (962503)**

PROGRAM:

Bachelor of Administration & Service (BA&S)

LEVEL OF STUDY:

Undergraduate Programme

GENERAL ACADEMIC INFORMATION					
LATEST UPDATE	2020-2				
ACADEMIC DEPARTMENT	Operations Management				
SUBJECT TYPE	Mandatory				
LANGUAGE	Spanish				
SEMESTER	Programme	Semester			
	BA&S	7			
NUMBER OF ACADEMIC CREDITS	3				
HOURS OF ACADEMIC WORK	144	CONTACT HOURS	48	HOURS OF INDEPENDENT/AUTONOMOUS WORK	96
LEARNING PREREQUISITES	<ul style="list-style-type: none">• Abstract, analyze and synthesize situations that may arise in the operations of organizations.• Know how to apply mathematical models to the context of organizational dynamics.				
INTERNATIONAL COMPONENT	<ul style="list-style-type: none">• National and international standards, policies, regulations and mores related to the professional field.• Vocabulary and technical language to communicate in different cultural contexts.• Intercultural challenges.				

SUSTAINABLE DEVELOPMENT GOALS (SDG)	9. Industry, Innovation, and Infrastructure					
COURSE DETAILS						
COURSE DESCRIPTION	This subject empowers the student to integrate all the theoretical concepts that have been appropriating on operations, logistics and administration, achieving the thinking development and adopting ways in which logistics and supply chain managers evaluate situations and take decisions of companies in the world.					
KEY WORDS:	Logistics management, logistic strategies					
COMPETENCES DEVELOPED	EICEA ILOS or Programme ILOS	Course ILOS	Type	Content	Teaching and Learning strategy	Assessment Method
	ILO01	Identify the different problems that affect logistics in countries and regions, based on the analysis of data from the LPI (Logistic Performance Indicator)	Knowledge	Introduction to Supply Chain Management - SCM and Logistics: Historical context of the logistics discipline, SCM Concept, Logistics Concept, SCM and Logistics Decision Moments, Logistics and SCM, how to implement an SCM strategy and the impact on the organization and the Supply Chain, Information Systems that support an SCM strategy, Introduction to the concepts of Business Collaboration. World-class logistics strategies and practices ECR – Efficient Consumer response, Continuous Replenishment, CPFR - Collaborative planning, forecasting and replenishment, S&OP – Sales & Operation Planning, Delivery	Projects Based Learning	Formative Assessment

	<p>ILO02: Critical Thinking: Evaluate information using critical and analytical reasoning to address changing economic and business situations.</p> <p>ILO06: Understand principles and concepts of administration: Demonstrate specific knowledge in the field according to the level of study (Bachelor).</p>
<p>BIBLIOGRAPHY</p>	<ul style="list-style-type: none"> • Bowersox, D., Closs, D., & Cooper, M. (2007). Administración y logística en la cadena de suministros. Mc Graw Hill. • Chopra, S., & Meindl, P. (2004). Supply chain management : strategy, planning, and operations. Pearson Prentice Hall.