

## 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			
SEIVIESTER	BA&S		7			
NUMBER OF						
ACADEMIC	3					
CREDITS		_		1		1
HOURS OF					_	
ACADEMIC	144	CONTACT HOURS		48	HOURS OF INDEPENDENT/AUTONOMOUS WORK	96
WORK						
LEARNING	Abstract, analyze and synthesize situations that may arise in the operations of organizations.					
PREREQUISIT ES	<ul> <li>Know how to apply mathematical models to the context of organizational dynamics.</li> </ul>					
INTERNATION AL COMPONENT	<ul> <li>National and international standards, policies, regulations and mores related to the professional field.</li> <li>Vocabulary and technical language to communicate in different cultural contexts.</li> <li>Intercultural challenges.</li> </ul>					



SUSTAINABLE
DEVELOPMEN
T GOALS
(SDG)

DEVELOPMEN	9. Industry, Innovation, and Infrastructure							
T GOALS (SDG)								
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COURSE DETAIL	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							
	ILOS or Program me ILOS	Course ILOS	Туре	Content	Teaching and Learning strategy	Assessment Method		
COMPETENCE S DEVELOPED	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		



ILO06  Distinguish the good logistics practices that allow optimizing the continuous replenishment of materials in the supply chain, within the framework of local and global operations.  Distinguish the good logistics practices that allow optimizing the continuous replenishment of materials in the supply chain, within the framework of local and global operations.  Representation, analysis and configuration of supply chains allow configuration of supply chains and logistics Management Costs and logistics Management Costs and logistics Performance Indicator  Strategic alignment in the Supply	ILOO	Formulate a logistics and SCM (Supply Chain Management) strategy applicable in any type of business organization, from the analysis and alignment with its competitive advantage in the market	Skill	Systems: Direct Delivery, CEDIS – Distribution Centers and Cross docking, Unitarization of loads, Certified Deliveries  Representation, analysis and configuration of supply chains SCOR Model - Supply Chain Operation Reference Model  Logistics Management Costs and Indicators - KPI's: Balanced Score Card - BSC and Logistics Balanced Scorecard, LPI - Logistic Performance Indicator	Projects Based Learning	Formative Assessment
ILO01: Global Vision: Demonstrate an understanding of multicultural environments both in local and global contexts.		good logistics practices that allow optimizing the continuous replenishment of materials in the supply chain, within the framework of local and global operations.		configuration of supply chains Model SCOR - Supply Chain Operation Reference Model  Logistics Management Costs and Indicators - KPI's: Balanced Score Card - BSC and Logistics Balanced Scorecard, LPI - Logistic Performance Indicator  Strategic alignment in the Supply Chain	Learning	Assessment



	ILO02: Critical Thinking: Evaluate information using critical and analytical reasoning to address changing economic and business situations.  ILO06: Understand principles and concepts of administration: Demonstrate specific knowledge in the field according to the level of study (Bachelor).					
BIBLIOGRAPH	Bowersox, D., Closs, D., & Cooper, M. (2007). Administración y logística en la cadena de suministros. Mc Graw Hill.					
Υ	Chopra, S., & Meindl, P. (2004). Supply chain management: strategy, planning, and operations. Pearson Prentice Hall.					