

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

**COURSE NAME AND CODE:**     **Service Operations Management (962405)**

**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	English				
SEMESTER	Programme	Semester			
	BA&S	4			
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"><li>• Master basic mathematical concepts, such as mathematical analysis, solution of linear equations and handling of rules of three.</li><li>• Know the mathematical structure of basic probability models.</li><li>• Differentiate and apply different demand planning models.</li><li>• Communicate written and orally in the English language.</li></ul>				
INTERNATIONAL COMPONENT	<ul style="list-style-type: none"><li>• Vocabulary and technical language to communicate in different cultural contexts.</li><li>• Intercultural challenges.</li><li>• Courses linked to international challenges or projects with teams composed by both international faculty and students.</li></ul>				

SUSTAINABLE DEVELOPMENT GOALS (SDG)	9. Industry, Innovation, and Infrastructure					
COURSE DETAILS						
COURSE DESCRIPTION	This subject enhances in the student the analytical thinking of the functions and roles of operations managers, understanding how the operations area is related and works with the other functions of the organization; acquiring capacity and confidence in the quantitative and qualitative analysis of operations.					
KEY WORDS:	Operations management, Inventory management, operation costs					
COMPETENCES DEVELOPED	EICEA ILOS or Programme ILOS	Course ILOS	Type	Content	Teaching and Learning strategy	Assessment Method
	ILO01 ILO03	Know the different operating strategies commonly used in organizations.	Knowledge	- Introduction to Operations management in the industrial and services sector. - Procurement concepts (products, services and knowledge)	Case Study	Summative Assessment
			Skill			
	ILO01 ILO02 ILO06	Distinguish the different competencies of operations in a globalization environment.	Knowledge	- Managing the capacity and productivity of goods and services in a global environment - Analysis of costs of operations in industries within a globalized world - Application of the Lean manufacturing tool. (waste management) - Introduction to Operations management in the industrial and services sector. - Operations cost analysis	Projects Based Learning	Formative Assessment
			Skill		Theoretical Class	Summative Assessment
	ILO02 BIMLA ILO07	Formulate strategies that allow the connection of operations with the	Skill	- Inventory management systems - EOQ and POQ models - Theory of tails -Distribution and transportation logistics	Projects Based Learning	Formative Assessment

		needs raised by the organization in the strategic planning of companies at a local and international level.				
	ILO04	Apply the concepts of operations management under an ethical and moral framework based on human values.	Attitude	- The ethics of the operations manager	Case Study	Formative Assessment
<p>ILO01: Global Vision: Demonstrate an understanding of multicultural environments both in local and global contexts.</p> <p>ILO02: Critical Thinking: Evaluate information using critical and analytical reasoning to address changing economic and business situations.</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 &amp; Social Responsibility: Demonstrate awareness of ethical issues in business environments and contribute to the improvement of social conditions.</p> <p>ILO06: Understand principles and concepts of administration: Demonstrate specific knowledge in the field according to the level of study (Bachelor).</p> <p>BIMLA ILO07: Apply technical skills associated with marketing and logistics in the decision-making process of the firm.</p>						
<b>BIBLIOGRAPHY</b>	<ul style="list-style-type: none"> <li>Jay Heizer, Barry Render. Operations Management. Edición 11, PEARSON.</li> <li>Wayne L. Winston. Operation Research applications and algorithms. Edición 5. Thompson</li> <li>Chase, R., Jacobs, F., Aquilano, N., Operation Management Edición 12, Mc Graw Hill.</li> </ul>					