Course Title	Operations Management				
Course Code	MGMT205				
Course Type	Compulsory				
Level	Higher Diploma				
Year / Semester	2nd Year / 4th Semester				
Instructor's Name	Yerocosta Costas				
ECTS	4	Lectures / week	2	Laboratories / week	None
Course Purpose and Objectives	This course presents a broad introduction to the field of operations in a realistic and practical manner, while offering the largest and most diverse collection of issues on the market.				
Learning Outcomes	After the completion of this course, students are expected to: ▪ Develop an understanding of and an appreciation for the production and operations management function in any organization. ▪ Understand the importance of productivity and competitiveness to both organizations and nations. ▪ Demonstrate the importance of an effective production and operations strategy to an organization. ▪ Be able to compare the various production and operations design decisions and how they relate to the overall strategies of organizations. ▪ Understand the importance of product and service design decisions and its impact other design decisions and operations. ▪ Obtain an understanding of quality management practice in organizations and how total quality management facilitate organizational effectiveness. ▪ Explain the relationship of the various planning practices of capacity planning, aggregate planning, project planning and scheduling. ▪ Understand contemporary operations approaches and the supply-chain management activities and the renewed importance of this aspect of organizational strategy.				
Prerequisites	None	Co-requisites	None		
Course Content	1. Operations and Productivity 2. Operations Strategy in a Global Environment 3. Project Management 4. Forecasting 5. Design of Goods and Services Supplement: Sustainability in the Supply Chain 6. Managing Quality Supplement: Statistical Process Control 7. Process Strategies Supplement: Capacity and Constraint Management 8. Location Strategies 9. Layout Strategies				

	10. Human Resources, Job Design, and Work Measurement 11. Supply Chain Management Supplement: Supply Chain Management Analytics 12. Inventory Management 13. Aggregate Planning and S&OP 14. Material Requirements Planning (MRP) and ERP 15. Short-Term Scheduling 16. Lean Operations 17. Maintenance and Reliability
Teaching Methodology	Course topics are presented by a variety of teaching approaches including lectures, exercises, multimedia cases, homework case analysis and class presentations and discussions of assigned readings.
Bibliography	**Compulsory Reading**: • Heizer,Jay(2020), Operations Management,13th, Pearson,ISBN: 978-1-292-29503-9. **Additional Reading:** • Stevenson, William (2015),ISE Operations Management, 12th, McGraw-Hill,ISBN: 978-0-07-802410-8. • Jacobs,Robert F.(2018), Operations and Supply Chain Management,15th, McGraw Hill Education,ISBN: 978-1-259-92179-7.
Assessment	▪ Class participation 10% ▪ Assignments/Tests 20% ▪ Mid-term exam 20% ▪ Final exam 50%
Language	English