



Operations and Production Management Course

Module 1-Operations Management Introduction

- WHAT IS OPERATIONS MANAGEMENT?
- ORGANIZING TO PRODUCE GOODS AND SERVICES
- WHY STUDY OM?
- WHAT OPERATIONS MANAGERS DO
- WHERE ARE THE OM JOBS?
- OPERATIONS IN THE SERVICE SECTOR
- TRENDS IN OPERATIONS MANAGEMENT
- THE PRODUCTIVITY ISSUE

Module 2-Operations Management Strategy

ISSUES IN OPERATIONS STRATEGY

- "Research
- "Preconditions
- "Dynamics

STRATEGY DEVELOPMENT AND IMPLEMENTATION

- "Identify Critical Success Factors
- "A Global view of Operations Cultural and Ethical Issues
- "Build and Staff the Organization
- "Integrate OM with Other Activities

GLOBAL OPERATIONS STRATEGY OPTIONS

- "International Strategy
- "Multidomestic Strategy
- "Global Strategy
- "Transnational Strategy

Module 3-Product Design

- Goods and services selection
- Generating new products
- Product development
- Issues for product design
- Time-based competition
- Defining the product
- Documents for production
- Service design

Module 4-Plant Location

Module 5-Process Layout

Module 6-Job Design

Module 8-Planning and Scheduling



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Module 9-Inventory Management

Module 10-Project Management

Module 11-Maintenance Management

Module 12-Total Quality Management

Module 13-Technology Management