

Course Title	Operations Management				
Course Code	CIS210				
Course Type	Compulsory				
Level	Bachelor (1st Cycle)				
Year / Semester	2 <sup>rd</sup> Year / 4 <sup>h</sup> Semester				
Teacher's Name	TBA				
ECTS	6	Lectures / week	3 hours/ 14 weeks	Laboratories / week	None
Course Purpose and Objectives	<p>The purpose of this course is to provide an overview, on how a business operates as well as information's systems and technology are integrated to the business operations. In today's dynamic business environment organizations should use technology and information systems in way that ensure their long-term sustainability. Furthermore, organizational needs and wants are consider as a profound operational knowledge and efficiency criteria. Moreover, students will be able to understand and critically evaluate, business operations and how all processes interconnected or related to provide an effective and added-value approach to the organizations. Finally, with the assist and analysis of real cases/scenarios the students will be able to further develop their capabilities and understanding on operation management concepts.</p>				
Learning Outcomes	<p>Upon successful completion of the course, students will be able to:</p> <ol style="list-style-type: none"> <li>1. Analyze the processes of any organizations in terms of 4Vs</li> <li>2. Define the value that the outcome of a firm delivers to the customer</li> <li>3. Explain and optimize an end-to-end process within the organization</li> <li>4. Explain ways to shape the demand based on the organizational capabilities</li> <li>5. Define and discuss activities that not provide value to the costumer as well as in the organization operations</li> <li>6. Define areas for improvement in an operation</li> <li>7. Explains possible ways for improvement</li> <li>8. Implement operations improvement based on a real scenario and trigger system for continues improvement</li> <li>9. Define measure as performance indicators (Operational, Financial, Behavioral).</li> </ol>				
Prerequisites	None		Co-requisites	None	
Course Content	<ul style="list-style-type: none"> <li>• Introduction to Operation Management</li> <li>• Dynamic environment</li> </ul>				

	<ul style="list-style-type: none"> <li>• Role of knowledge management</li> <li>• Process analysis</li> <li>• Organizational capability</li> <li>• Outcomes analysis and customer journey</li> <li>• Production vs Services (challenges and decisions)</li> <li>• Quality Management</li> <li>• Operation Flow Chart</li> <li>• Value stream map</li> <li>• Process wastes and improvement methods.</li> <li>• Technology and improvement</li> <li>• Automation</li> <li>• Fundamentals of Project management</li> <li>• Industry Speaker</li> </ul>												
Teaching Methodology	Face- to- face												
Bibliography	<ul style="list-style-type: none"> <li>• James P. Womack, Daniel T. Jones, Daniel Ross, (Latest Edition), (Currently, 2007) The machine that changed the world: how lean production revolutionized the global car war</li> <li>• Nickel Slack, Alistair Brandon, Jones (Latest edition) (currently 2018), Operations and Process Management: Principles and Practice for strategic impact, Pearson Education</li> <li>• Andrew Greasley, (Latest Edition), (Currently, 2013), Operations Management, Willey</li> </ul>												
Assessment	<table border="1"> <tr> <td>Mid – Term Examination</td> <td>20%</td> </tr> <tr> <td>Final Examination</td> <td>35%</td> </tr> <tr> <td>Assignments</td> <td>30%</td> </tr> <tr> <td>Presentation</td> <td>5%</td> </tr> <tr> <td>Class Participation and attendance</td> <td>10%</td> </tr> <tr> <td></td> <td>100%</td> </tr> </table>	Mid – Term Examination	20%	Final Examination	35%	Assignments	30%	Presentation	5%	Class Participation and attendance	10%		100%
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Language	English												