Baghdad University College of Administration and Economic Program of Master Sciences in Business Administration Course Title؛ Operations Management 2015-2016 : Second Semester Number of hours: 3 weekly Language of Study: English and Arabic

**Course Description:**

Operations management is a vital topic that every business student needs to **understand** because it is heart of the creation of wealth for businesses and improvement in the living standard of citizens of all countries. Operations managers are responsible for the production of services and products in an ethical and environmentally responsible way while being responsive to the market. Add to it the need to manage supply chains of materials, information and funds reaching to all areas of the world.

In this course, we present a state-of-art view of activities of operations function. Operations are an exciting area of management that has a profound effect on productivity of both manufacturing and services. Therefore the realm of operations management expands well beyond just managing factories. **Firms may** deal with sales and service support, repair services, customer help lines, continuing product development, and any number of varying functions depending on their products. Each of these areas requires a different set of processes, resources, control systems, people and management style. Thus, Operations Management is an essential part of any ٢١™ that generates value for customers through manufacturing, logistics, or service delivery.

**Topics**

**First Part; Introduction to Operations Management**

**1. Operations and Productivity**

1. **Operations Strategy in a Global Environment .**
2. **Project Management**
3. **Forecasting.**

**Second Part: Designing Operations.**

1. **Design goods and Services.**
2. **Managing Quality.**
3. **Process strategy.**

**8. Layout strategy.**

**Third Part: Managing Operations .**

و**. Supply Chain Management Analytics .**

1. **Aggregate Planning and S&OP .**
2. **Material Requirement Planning (MRP) and ERP.**

**12. Short-Term Scheduling.**

**13. JIT, TPS, and Lean Operations .**

**Required Readings ; (Selected References)**

1. **Hezier , j** & **Render, B (2014 ) Operations Management, ELEVENTH Edition (New Jersey , Prentice Hall).**
2. **Krajewski, Lee j. & Ritizman, Larry p.& Malhotra , Manoj K. (2010) Operations Management Processes And Supply Chains , Ninth Edition (New ¥ork, Pearson)**