Communication & Business Institute
The Leading Graduate School of Communication & Business

Department of Business Faculty
Subject Syllabus

Subject Code	:	EL04
Subject Title	:	Operation Management I
Subject Specification	:	The subject of Operation Management I presents knowledge and guidance for students to understanding the critical concept of Operation Management
Subject Overview	:	The subject of the Operation Management I provides the principal & concept of operations management. This concept includes operations strategy, process design, capacity planning, facilities location and design, forecasting, production scheduling, inventory control, quality assurance and project management.
Course Objectives	:	Students will understand the basic principle and concept of operations management.
Course Method	:	Lecture, discussions, class room experience, presentation, and assignments.
Learning Outcome (Competence)	:	

- Knowledge :
  Students will understand the Principle of Operation management and the field of operation in realistic manner
- Skills :
  Students will able to implement the knowledge of operation management into business
- Attitude :
  Students will learn to have the awareness in building professionalism based on discipline and respect. They will also learn to make the urgency to be critical and observant.

Course content :

Week	Topic
1	Operation and Productivity
2	Operation Management in Global Environment
3	Project Management
4	Forecasting
5	Design of Goods & Services
6	Operation Strategy
7	Mid – Test Review
Mid Examination	
8	Managing Quality
9	Process Strategy
10	Location Strategy
11	Layout Strategy
12	Human Resources, Job Design & Work Measurement
13	Supply Chain Management
14	Final-Test Review
Final Examination	

Grading System :

A : 90-100
A- : 85-89.9
B+ : 80-84.9
B : 75-79.9
B- : 70-74.9
C+ : 65-69.9
C : 60-64.9
C- : 55-59.9
F : <55

Course Evaluation :

As a general rule, students are evaluated based on the following criteria:

Final Examinations	35%
Mid-term Examinations	25%
Coursework & Assignments	30%
Attendance	10%
TOTAL	100%

Lecturers, however, have the option of requiring midterm and final papers in lieu of midterm and final examinations. They may likewise change the percentage (weight) for each of the abovementioned items.

The acceptable grade for LSPR-Jakarta S1 programme is **60 and above.**

Scheme of Work :

Session	Title/Topic	Area Discussion	Activities
I	Operation & Productivity	• Definition of OM • Organizing to Produce Goods & Services • The Supply Chain • Why Study OM • What OM Manager do • The Productivity Challenges • Ethics in OM	Lecture Q & A Session
II	Operation Management in Global Environment	• Global View of OM • Developing Missions and strategies • Achieving Competitive Advantages Through OM • Strategy Development & Implementation • Planning, Core competencies & Outsourcing	Lecture Q & A Session Assignment 1: Questions relating to the ground theories from Session I and II and short analysis of the subject
III	Project Management	• The Important of Project Management • Project Planning • Project Scheduling • Project Controlling • Project Management Technique 1. PERT 2. CPM	Lecture Q & A Session
IV	Forecasting	• Definition • The Strategic Important of Forecasting • 7s Step in The Forecasting • Forecasting Approach 1. Qualitative 2. Quantitative • Time-Series Forecasting • Regression Analysis for Forecasting	Lecture Q & A Session
V	Design of Goods & Services	• The Goods & Services Selection • Generating New Product • Product Development • Issues for Product Design • Defining Product • Services Design	Lecture Q & A Session Assignment 2: Questions relating to ground theories from session III - V And short analysis of Marketing Mix

VI	Operation Strategy	• Strategic Positioning & Operation Effectiveness • The Strategy Hierarchy • Strategic Fit • Focus Operation • Matching Products and Process • The Evolution Strategy and OM • The Opportunity in Services Operation	Lecture Q & A Session
VII	Mid – Test Review	• Review and summary for mid-test	
Midtest			
VIII	Managing Quality	• Quality and Strategy • Defining Quality • Total Quality Management • The Role of Inspection • Total Quality Management in Services Business	Lecture Q & A Session
IX	Process Strategy	• Four Process Strategy • Selection of Equipment • Process Analyst and design • Services Process Design • Production Technology	Lecture Q & A Session
X	Location Strategy	• The Strategic Importance of Location • Factor Effect Location Decisions • Method of Evaluating Location • Services Location Strategy	Lecture Q & A Session Assignment 3: Questions and short analysis relating to session VIII-X topics
XI	Layout Strategy	• The Strategic Importance of Layout Decision • Types of Layouts • Office Layout • Retail Layout • Warehouse & Storage Layout • Fixed Position Layout • Process-oriented Layout • Assembly-Line Balancing	Lecture Q & A Session

XII	Human Resources, Job Design & Work Measurement	● Human Resources Strategy for Competitive Advantages ● Labor Planning ● Job Design ● Work Environment ● Labor Standard & Ethics	Lecture Q & A Session
XIII	Supply Chain Management	● The Supply Chain Strategic Importance ● Sourcing Issues: Make-or-Buy and Outsourcing ● Six Sourcing Strategies ● Supply Chain Risk ● Managing The Integrated Supply Chain ● Logistic Management ● Distribution Management	Lecture Q & A Session Assignment 4
XIV	Final test review	● Final test review	
Final Test			

Midterm Paper Guideline **:** There will be an individual and in-class midterm exam. It focuses more on students' understanding of the course materials and emphasis on theory. Details will be provided as the course goes on

Final Paper Guideline **:** Group Project/Individual Test. Emphasis on students' understanding and application of theory and concepts

References **:**

Heizer, Jay Render; Barry Munson, Chuck; (2017): *Operations Management: Sustainability and Supply Chain Management, 12th Edition*. Pearson

Anupindi, Ravi. et.al: *Managing Business Process Flows: Principles of Operation Management, 3rd Edition.* Prentice Hall

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