



Operations Management (English) – including Procurement

Course unit code	1.2
Type of course unit	Compulsory for BA courses in BWL and Wirtschaftsinformatik (This course is the English language equivalent of the German courses Operations Management and Beschaffungsmarketing, it may not be combined with either of these)
Year of study, semester	1st year, second semester
Period	Every Semester
Duration	One Semester
Number of ECTS Credits allocated	5
Overall weight in BA course	5 / 165
Name of lecturer	Prof. Dr. Peter Franke
Course Description	<p>Operations management is concerned with creating the services and products upon which we all depend. And all organizations produce some mixture of services and products, whether that organization is large or small, manufacturing or service, for profit or not for profit, public or private.</p> <p>Operations management gives all these organizations the potential to improve both efficiency and customer service simultaneously. Operations management is <i>everywhere</i>, it is not confined to the operations function. All managers, whether they are called finance managers, HR managers or operations managers manage processes and serve customers (internal or external) and therefore have to manage some form of operation.</p> <p>The aim of this course is to give students a basic understanding of how operations are designed, managed and improved.</p>
Objectives of this course	<p><u>Technical Competence:</u></p> <p>Students should, at the end of the course, be able to explain the role of operations management in an organization and know the key terms of operations management. They should furthermore understand and be able to apply the basic concepts and techniques for designing and managing operations.</p> <p><u>Methodological Competence:</u></p> <ul style="list-style-type: none"> ▪ Application of principles and techniques known from basic business studies ▪ Ability to apply basic operations management techniques, e.g. Business Process Re-engineering and Quality Function Deployment ▪ Presentation skills

	<u>Personal Skills:</u> <ul style="list-style-type: none"> ▪ Teamwork ▪ Coping with deadlines ▪ Improvement of foreign language skills (those whose mother tongue is not English) ▪ Coping with stressful situations (e.g. tight deadlines for presentations) Förderung der Teamfähigkeit 	
Course contents	<ol style="list-style-type: none"> 1. Introduction to Operations Management 2. Operations Performance and Strategy 3. Process Design 4. Product Design 5. Supply Network Design 6. Layout Design 7. Operations Technologies/ Job Design 8. Managing Capacities 9. Inventory Management 10. Supply Chain Management 11. Enterprise Resource Management 12. Quality Management 	
Prerequisites	None	
Number of contact hours per week	6 hours weekly	
Workload in hours	Total	150
	Contact hours	Approx. 67,5
	Homework / Self-study	52,5
	Exam Preparation	30
Recommended Reading	Slack, Nigel; Chambers, Stuart; Johnston, Robert: Operations Management, most recent edition	
Learning Activities and Teaching Methods	Lectures, Case Studies, Management Simulation Games, self-directed learning, reading	
Assessment Methods and Criteria	Two-hour written examination based on the full syllabus (85%) Case Assignment (15%)	
Alternative ways of assessment possible upon agreement	No	
Language of instruction	English	
Start Date	First week of semester	
Application	Please register via LMS (FH Kiel Moodle system)	