

**1. General information****Course:** OPERATIONS MANAGEMENT**Code:** 54325**Type:** CORE COURSE**ECTS credits:** 6**Degree:** 319 - UNDERGRADUATE DEGREE IN BUSINESS MANAGEMENT AND ADMINISTRATION (CU)**Academic year:** 2021-22**Center:** 401 - FACULTY OF SOCIAL SCIENCES OF CUENCA**Group(s):** 30**Year:** 3**Duration:** C2**Main language:** Spanish**Second language:****Use of additional languages:****English Friendly:** Y**Web site:****Bilingual:** N**Lecturer:** PABLO RUIZ PALOMINO - Group(s): 30

| Building/Office | Department | Phone number | Email | Office hours |
|---|----------------------------|-----------------------|--------------------|--------------|
| Edificio Gil de Albornoz / Despacho 3.7 | ADMINISTRACIÓN DE EMPRESAS | 969179100 (ext. 4238) | pablo.ruiz@uclm.es | |

2. Pre-Requisites

There are no established prerequisites, however, we advise students to take Business Administration previous to enrollment such as : "Fundamentals of Business Administration" and "Business Organization and Human Resources Administration"

3. Justification in the curriculum, relation to other subjects and to the profession**A) Course Contribution to the Study Plan**

The purpose of this course is to introduce the student to concepts and models regarding effective and efficient administration of operations. The main objective is to analyze the role of administration in the enterprise's operations, the relationship with the remainder of a company's functional arenas and the different decision-making approaches for an efficient management of operations. It will also be important that the student comprehends what decisions the most efficiently administered companies are taking in relation to their competitors in terms related to the internalization of production, innovation in products and processes, flexibility and productive capacity, inventory administration, etc.

B) Relation to other courses

The management of any enterprise requires basing decisions on both economic sustainability and the integrated functioning of the organization. To this effect, special attention is paid in the manufacturing of products and the provision of services, quality control and the supervision of employees. At the end of this course, the student will be able to understand how the design of the operations and their optimization can be as much or more important than other functional areas of the enterprise such as finance, marketing or research and development.

C) Relation to the profession

Through the study of this subject, the student acquires the necessary skills to undertake the business planning process as well as the use of ICT for this purpose, all of which are fundamental aspects in any decision-making process that a manager will have to face in the development of their profession within the area of operations management.

4. Degree competences achieved in this course**Course competences**

| Code | Description |
|------|---|
| E03 | Develop and enhance the ability to establish the planning and organization of any task in a company with the ultimate goal of helping make business decisions. |
| E06 | Develop and enhance the ability for general management, technical management and the management of research, development and innovation projects in any company or organization. |
| E13 | Ability to make logical representative models of the business reality |
| G01 | Possession of the skills needed for continuous, self-led, independent learning, which will allow students to develop the learning abilities needed to undertake further study with a high degree of independence. |
| G02 | Ability to understand the ethical responsibility and the code of ethics of professionals working in the field of economics. To know and apply the legislation and recognition of human rights and questions of gender equality. |
| G04 | Ability to use and develop information and communication technologies and to apply them to the corresponding business department by using specific programmes for these business areas. |

5. Objectives or Learning Outcomes**Course learning outcomes****Description**

Assume a social and ethical responsibility in decision making.

Search for information, analysis, interpretation, synthesis and transmission.

To know the theories and organizational models of companies from structural and behavioral perspectives to ensure their effective and efficient functioning,

paying special attention to human aspects in organizations.

Additional outcomes

To learn the operational theories and models of organization, planning and direction that ensure the effective and efficient operation of the organizations. Knowing the operational system of the enterprise, as well as the process of elaboration of new products, and how to analyze the different alternatives of the production process, designs and plant distribution will be crucial. Students will research, analyze, interpret, and synthesize information as well as gaining the knowledge of how to transmit it in order to optimally develop the operational management function of the organization, improving the effectiveness and efficiency of productive resources, and paying special attention to the human factor. Also, students will learn the handling of the different methodological techniques to help decision-making related to the company's operations system. Assume a social responsibility and ethics in making decisions concerning the direction of operations in the organization

6. Units / Contents

Unit 1: Introduction to the management of operations

Unit 2: Operations strategy

Unit 3: Design and development of new products and services

Unit 4: Planning of the capacity of the productive plant and location of the facilities

Unit 5: Selection and design of the production system and technology

Unit 6: Quality Management

Unit 7: The planning of operations in the short and medium run

Unit 8: Inventory management and material needs planning

Unit 9: Planning and evaluation of projects. Transportation and allocation

7. Activities, Units/Modules and Methodology

| Training Activity | Methodology | Related Competences (only degrees before RD 822/2021) | ECTS | Hours | As | Com | Description |
|---|--|---|---|------------|----|-----|-------------|
| Class Attendance (theory) [ON-SITE] | Lectures | E03 E06 E13 G01 | 1.2 | 30 | Y | N | |
| Problem solving and/or case studies [ON-SITE] | Problem solving and exercises | E03 E06 G01 | 0.6 | 15 | Y | N | |
| Workshops or seminars [ON-SITE] | Combination of methods | E03 E06 G01 G02 G04 | 0.2 | 5 | Y | N | |
| Final test [ON-SITE] | Assessment tests | E03 E06 E13 G01 G02 G04 | 0.08 | 2 | Y | Y | |
| Study and Exam Preparation [OFF-SITE] | Self-study | E03 E06 G01 G02 | 2 | 50 | N | - | |
| Writing of reports or projects [OFF-SITE] | Self-study | E03 E13 G02 G04 | 1.52 | 38 | Y | N | |
| Analysis of articles and reviews [OFF-SITE] | Reading and Analysis of Reviews and Articles | E03 E13 G01 G02 G04 | 0.4 | 10 | Y | N | |
| Total: | | | 6 | 150 | | | |
| Total credits of in-class work: 2.08 | | | Total class time hours: 52 | | | | |
| Total credits of out of class work: 3.92 | | | Total hours of out of class work: 98 | | | | |

As: Assessable training activity

Com: Training activity of compulsory overcoming (It will be essential to overcome both continuous and non-continuous assessment).

8. Evaluation criteria and Grading System

| Evaluation System | Continuous assessment | Non-continuous evaluation* | Description |
|---|-----------------------|----------------------------|--|
| Final test | 70.00% | 100.00% | This test consists of various questions of both theoretical and practical natures. To pass this test it is necessary to obtain at least a 50% in theory and a 50% in practice. |
| Assessment of problem solving and/or case studies | 20.00% | 0.00% | Delivery of practical exercises and / or a case study |
| Assessment of active participation | 10.00% | 0.00% | Preparation of group work on a topic related to a specific point of the content of the subject taught in class. |
| Total: | 100.00% | 100.00% | |

According to art. 4 of the UCLM Student Evaluation Regulations, it must be provided to students who cannot regularly attend face-to-face training activities the passing of the subject, having the right (art. 12.2) to be globally graded, in 2 annual calls per subject, an ordinary and an extraordinary one (evaluating 100% of the competences).

Evaluation criteria for the final exam:

Continuous assessment:

Final exam: 70%

Delivery of practical exercises and / or a case study: 10%

Preparation of group work and presentation: 10%

Significant participation of the student and activities carried out in the classroom: 10%

Non-continuous evaluation:

Evaluation criteria not defined

Specifications for the resit/retake exam:

Final exam: 70%

Delivery of practical exercises and / or a study of a case: 10% (It will be the same grade/mark as the ordinary call)

Preparation of group work and exposure: 10% (It will be the same grade/mark as the ordinary call)

Significant participation of the student and activities carried out in the classroom: 10% (It will be the same grade/mark as the ordinary call)

Specifications for the second resit / retake exam:

Final exam: 100%

| 9. Assignments, course calendar and important dates | |
|---|-------|
| Not related to the syllabus/contents | |
| Hours | hours |
| Class Attendance (theory) [PRESENCIAL][Lectures] | 30 |
| Problem solving and/or case studies [PRESENCIAL][Problem solving and exercises] | 15 |
| Workshops or seminars [PRESENCIAL][Combination of methods] | 5 |
| Final test [PRESENCIAL][Assessment tests] | 2 |
| Study and Exam Preparation [AUTÓNOMA][Self-study] | 50 |
| Writing of reports or projects [AUTÓNOMA][Self-study] | 38 |
| Analysis of articles and reviews [AUTÓNOMA][Reading and Analysis of Reviews and Articles] | 10 |
| Global activity | |
| Activities | hours |
| Class Attendance (theory) [PRESENCIAL][Lectures] | 30 |
| Problem solving and/or case studies [PRESENCIAL][Problem solving and exercises] | 15 |
| Workshops or seminars [PRESENCIAL][Combination of methods] | 5 |
| Final test [PRESENCIAL][Assessment tests] | 2 |
| Study and Exam Preparation [AUTÓNOMA][Self-study] | 50 |
| Writing of reports or projects [AUTÓNOMA][Self-study] | 38 |
| Analysis of articles and reviews [AUTÓNOMA][Reading and Analysis of Reviews and Articles] | 10 |
| Total horas: 150 | |

| 10. Bibliography and Sources | | | | | | |
|--|---|--|----------|-------------------|------|-------------|
| Author(s) | Title/Link | Publishing house | Citv | ISBN | Year | Description |
| Domínguez-Machuca, J.A.; García, S.; Ruíz, A.; Domínguez, M.A. y Alvarez, M.J. | Dirección de operaciones. Aspectos estratégicos en la producción y los servicios | McGraw-Hill | Madrid | | 2003 | |
| Domínguez-Machuca, J.A.; García, S.; Ruíz, A.; Domínguez, M.A. y Alvarez, M.J. | Dirección de operaciones. Aspectos tácticos y operativos en la producción y los servicios | McGraw-Hill | Madrid | | 2003 | |
| Guarnizo, J.V. y Jiménez, J.J. | Dirección de la producción Ejercicios y casos de | Tebar Flores | Albacete | | 1998 | |
| Guarnizo, J.V. y Jiménez, J.J. | administración y dirección de empresas | Tebar Flores | Toledo | | 2004 | |
| Heizer, J. y Render, B. | Dirección de la producción. Decisiones estratégicas | Pearson Educación | Madrid | | 2008 | |
| Heizer, J. y Render, B. | Dirección de la producción. Decisiones tácticas | Pearson Educación | Madrid | | 2008 | |
| Martín Peña (Coord.) | Dirección de la producción: problemas y ejercicios resueltos | Pearson | Madrid | | 2003 | |
| Miranda, F.J., Rubio, S., Chamorro, A. y Bañegil, T.M. | Manual de dirección de operaciones | Thomson | Madrid | | 2008 | |
| Moscoso, Philip. | Gestión de operaciones para directivos : destaca el pleno po | McGraw- Hill/Interamericana de España, | | 978-84-481-9769-8 | 2016 | |