

**1. General information****Course:** OPERATIONS MANAGEMENT**Code:** 54325**Type:** CORE COURSE**ECTS credits:** 6**Degree:** 329 - UNDERGRADUATE DEGREE PROGRAMME IN BUSINESS MANAGEMENT AND ADMINISTRATION (TA)**Academic year:** 2023-24**Center:** 15 - FACULTY OF SOCIAL SCIENCES AND INFORMATION TECHNOLOGIES**Group(s):** 60**Year:** 3**Duration:** C2**Main language:** Spanish**Second language:** English**Use of additional languages:****English Friendly:** Y**Web site:****Bilingual:** N

Lecturer: SANTIAGO GUTIERREZ BRONCANO - Group(s): 60				
Building/Office	Department	Phone number	Email	Office hours
Facultad de Ciencia Sociales y Tecnologías de la Información / Desp. Vicerrectorado	ADMINISTRACIÓN DE EMPRESAS	926051840	santiago.gutierrez@uclm.es	
Lecturer: CARLOS MARTÍN HERNÁNDEZ - Group(s): 60				
Building/Office	Department	Phone number	Email	Office hours
Facultad de Ciencia Sociales y Tecnologías de la Información	ADMINISTRACIÓN DE EMPRESAS		Carlos.Martin@uclm.es	Mondays and Wednesdays from 18.00 to 20.00 with prior email to confirm the tutoring.

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 operations management area.

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.
	Develop and enhance the ability for general management, technical management and the management of research, development and

E06	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 social and ethical responsibilities in business decision-making.

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.

Search for information in order to analyze it, interpret its meaning, synthesize it and communicate it to others.

Additional outcomes

Learn the theories and models of organization, planning and direction of operations to ensure the effective and efficient functioning of the organizations. Know the operation system of the companies, as well as the process of developing new products, and analyze different alternatives of productive processes and distribution in plant designs. Search for information, analyze it, interpret it, synthesize it, and know to transmit it in order to optimally develop the direction of operations of the its function, improving the effectiveness and efficiency of productive resources, and special presenting special attention to the human factor. Also learn about the management of the different methodological techniques help to decision making related to the system of operations in the company. Assume social responsibility and ethics in decision-making relating to the management 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 term

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	1.33	33.25	N	-	
Class Attendance (practical) [ON-SITE]	Combination of methods	E03 E06 G01	0.67	16.75	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]	Problem solving and exercises	E03 E13 G02 G04	1.2	30	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	
Workshops or seminars [ON-SITE]	Combination of methods		0.32	8	Y	N	
Total:			6	150			
Total credits of in-class work: 2.4			Total class time hours: 60				
Total credits of out of class work: 3.6			Total hours of out of class work: 90				

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
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.
Final test	70.00%	100.00%	Final exam of the course. This test consists of various questions of both theoretical and practical natures. To pass this test it is necessary to obtain at least a 40%.
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: 20%
Significant participation of the student and activities carried out in the classroom: 10%

Non-continuous evaluation:

Final exam: 100%

Specifications for the resit/retake exam:

Final exam: 70%
Delivery of practical exercises and / or a study of a case: 20%
Significant participation of the student and activities carried out in the classroom: 10%

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]	33.25
Class Attendance (practical) [PRESENCIAL][Combination of methods]	16.75
Final test [PRESENCIAL][Assessment tests]	2
Study and Exam Preparation [AUTÓNOMA][Self-study]	50
Writing of reports or projects [AUTÓNOMA][Problem solving and exercises]	38
Analysis of articles and reviews [AUTÓNOMA][Reading and Analysis of Reviews and Articles]	10
Global activity	
Activities	hours
Class Attendance (practical) [PRESENCIAL][Combination of methods]	16.75
Writing of reports or projects [AUTÓNOMA][Problem solving and exercises]	38
Analysis of articles and reviews [AUTÓNOMA][Reading and Analysis of Reviews and Articles]	10
Class Attendance (theory) [PRESENCIAL][Lectures]	33.25
Final test [PRESENCIAL][Assessment tests]	2
Study and Exam Preparation [AUTÓNOMA][Self-study]	50
Total horas: 150	

10. Bibliography and Sources						
Author(s)	Title/Link	Publishing house	Citv	ISBN	Year	Description
DOMINGUEZ-MACHUCA, J.A. ET AL.	DIRECCIÓN DE OPERACIONES ASPECTOS ESTRATEGICOS EN L PRODUCCIÓN Y LOS SERVICIOS	MCGRAW-HILL	MADRID		2003	
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FERNANDEZ, E., AVELLA, L Y FERNÁNDEZ, M	ESTRATEGIA DE PRODUCCIÓN	MCGRAW-HILL	MADRID		2006	
Francisco Javier Miranda González, Antonio Chamorro, Sergio Rubio	Dirección de Operaciones: casos prácticos y recursos didácticos	Paraninfo	Madrid		2014	
GAITHER,N. Y FRAIZER, G.	ADMINISTRACIÓN DE PRODUCCIÓN Y OPERACIONES	INTERNACIONAL THOMSON	MEXICO		2000	
GUARNIZO, J.V. Y JIMENEZ, J.J.	EJERCICIOS Y CASOS DE ADMINISTRACIÓN Y DIRECCIÓN DE EMPRESAS	TEBAR FLORES	TOLEDO		2004	
GUARNIZO, J.V. Y JIMÉNEZ, J.J.	DIRECCIÓN DE LA PRODUCCIÓN	TEBAR FLORES	ALBACETE		1998	
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	
MARTIN PEÑA (Coord.)	DIRECCIÓN DEL A PRODUCCIÓN: PROBLEMAS Y EJERCICIOS RESUELTOS	PEARSON	MADRID		2003	
MIRANDA, F.J., RUBIO, S., Y CHAMORRO, A.	MANUAL DE DIRECCIÓN DE OPERACIONES	THOMSON	MADRID		2008	
Philip Moscoso y Alejandro LAgó	Gestion de operaciones para directivos	IESE Business School	Madrid		2016	
MIRANDA, F.J.; CHAMORRO, A.;	DIRECCIÓN DE OPERACIONES.					

