

**1. General information****Course:** OPERATIONS MANAGEMENT**Type:** CORE COURSE**Degree:** 317 - UNDERGRADUATE DEGREE IN BUSINESS MANAGEMENT AND ADMINISTRATION (AB)**Center:** 5 - FACULTY OF ECONOMICS AND BUSINESS**Year:** 3**Main language:** Spanish**Use of additional languages:****Web site:****Code:** 54325**ECTS credits:** 6**Academic year:** 2023-24**Group(s):** 12 13**Duration:** C2**Second language:** English**English Friendly:** Y**Bilingual:** N**Lecturer:** MARIA GEMA HERNANDEZ ROLDAN - Group(s): 12 13

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2. Pre-Requisites

They are not set prerequisites, although it is advisable to have studied other subjects in the area of business organization such as: "Fundamentals of business administration" and "Business administration and human resources management".

3. Justification in the curriculum, relation to other subjects and to the profession

A) Contribution of the subject to the curriculum:

The purpose of this course is to introduce students to concepts and models for effective and efficient operations management. Its main objective is to analyze the role of the operations manager in the context of an organization, the relationship with other functional areas of the company and the analysis of different approaches to decision-making for efficient operations management. In addition, it will be important that students understand what the best-run companies are doing in relation to its competitors on issues related to the internationalization of production, innovation in products and processes, flexibility and production capacity, inventory management, etc.

B) Relationship with other subjects

The management of any company requires decision-making based both in the economic calculation and the integrated functioning of the organization. This is paid special attention in manufacturing products and services, the quality control and the control of the employees.

At the end of the course, the student should be able to understand how the operations design and its optimization, can be equally or even more important than other functional areas of the business such as finance, marketing or research and development.

C) Relationship with the profession

Studying this subject the student acquires skills to undertake the process of business planning as well as the use of ICT for this purpose, fundamental aspects in any process of decision-making to a manager will have to face in the development of his 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 social and ethical responsibilities in business decision-making.

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

Additional outcomes

Assume social responsibility and ethics in decision-making relating to the operations management in the company.

Learn the operations system of the companies as well as the process of new product development, and analyze different alternatives of productive processes design and layout.

Search information, analyze it, interpret it, synthesize it, and transmit it in order to optimally develop the operations function in the organization, improving the effectiveness and efficiency of productive resources, and paying special attention to the human factor.

Learn about the handling of the different methodological techniques in decision making related to the operations system of the company.

Learn the theories and models of organization, planning and direction of operations to ensure the effective and efficient functioning of the organizations.

6. Units / Contents

Unit 1: Introduction to operations management

Unit 2: Operations management strategy

Unit 3: Design and development of new products and services

Unit 4: Planification of capacity and location

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

Unit 6: Quality management

Unit 7: Planification of operations in the medium and short run

Unit 8: Inventory management and planification

Unit 9: Planification and evaluation of projects. The transport and assignment problem

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	Y	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 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]	Combination of methods	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%	Final theoretical and practical examination of the subject. To overcome this test is necessary to reach a minimum 50% in theory and 50% in practice
Assessment of problem solving and/or case studies	10.00%	0.00%	Delivery of practical exercises
Theoretical papers assessment	20.00%	0.00%	Prepare a theme works
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%

Elaboration of works: 20%

Regarding assessment in case of illness or other special circumstances (mitigating rules), see article 6 of the Student Assessment Regulations of the University of Castilla-La Mancha.

Non-continuous evaluation:

Final exam: 100%

Regarding non-continuous evaluation, see section b of point 4.2. of the UCLM Student Regulations approved on May 23, 2022.

Regarding assessment in case of illness or other special circumstances (mitigating rules), see article 6 of the Student Assessment Regulations of the University of Castilla-La Mancha.

Specifications for the resit/retake exam:

Final exam: 70%

Delivery of practical exercises and/or a case study: 10% (it will be the same note as the ordinary call).

Elaboration of works: 20% (it will be the same note as the ordinary call).

Non-continuous evaluation: Final exam 100%

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
Unit 1 (de 9): Introduction to operations management	
Activities	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][Combination of methods]	38
Analysis of articles and reviews [AUTÓNOMA][Reading and Analysis of Reviews and Articles]	10
Global activity	
Activities	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][Combination of methods]	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 Álvarez, 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 Álvarez, M.J.	Dirección de operaciones. Aspectos tácticos y operativos en la producción y los servicios	McGraw-Hill	Madrid		2003	
Fernández, E., Avella, L y Fernández, M.	Estrategia de producción	McGraw-Hill	Madrid		2006	
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	