

**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:** 2023-24**Center:** 401 - FACULTY OF SOCIAL SCIENCES OF CUENCA**Group(s):** 30**Year:** 3**Duration:** C2**Main language:** Spanish**Second language:** English**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	Monday: 10:00-13:00h Wednesday: 11:00-14:00h

**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	
<b>Total:</b>			<b>6</b>	<b>150</b>			
<b>Total credits of in-class work: 2.08</b>			<b>Total class time hours: 52</b>				
<b>Total credits of out of class work: 3.92</b>			<b>Total hours of out of class work: 98</b>				

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.
<b>Total:</b>	<b>100.00%</b>	<b>100.00%</b>	

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:

Final exam: 100%

### 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
<b>Total horas: 150</b>	

10. Bibliography and Sources						
Author(s)	Title/Link	Publishing house	Citv	ISBN	Year	Description
De la Peña, F. David	Fundamentos de Dirección de Producción y Operaciones	Centro de Estudios Financieros	Madrid	9788445441121	2021	
Slack, N.; Brandon-Jones, A.; Burgess, N.	Operations Management	Pearson	Harlow	978-1-292-40824-8	2022	
Heizer, J. y Render, B.	Dirección de la Producción y de Operaciones. Decisiones Tácticas	Pearson	Madrid	9788490352854	2015	
Arias Aranda, D; Minguella Rata, B.	Dirección de la producción y operaciones: Decisiones estratégicas	Ediciones Piramide	Madrid	978-84-368-3901-2	2018	
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	
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		2012	
Moscoso, Philip.	Gestión de operaciones para directivos : destapa el pleno potencial de tu empresa	McGraw-Hill/Interamericana de España,		978-84-481-9769-8	2016	
Heizer, J. y Render, B.	Dirección de la Producción y de Operaciones. Decisiones Estratégicas.	Pearson	Madrid	9788490352878	2015	