



## 1. General information

Course: OPERATIONS MANAGEMENT

Type: CORE COURSE

Degree: 320 - UNDERGRADUATE DEGREE IN BUSINESS MANAGEMENT AND ADMINISTRATION (CR)

Center: 403 - FACULTY OF LAW AND SOCIAL SCIENCES OF C. REAL

Year: 3

Main language: English

Use of additional languages: The afternoon group is taught in English, whereas the morning group is in Spanish.

Web site:

Code: 54325

ECTS credits: 6

Academic year: 2023-24

Group(s): 25 20 21 29

Duration: C2

Second language:

English Friendly: Y

Bilingual: N

Lecturer: JOSE LUIS JURADO RINCON - Group(s): 20				
Building/Office	Department	Phone number	Email	Office hours
Escuela Superior de Informática	ADMINISTRACIÓN DE EMPRESAS	926295300	joseluis.jurado@uclm.es	
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## 2. Pre-Requisites

There are no mandatory prerequisites for the course entitled 'Operations Management.' This course is related to fourth-year classes on strategic management and business venturing, such as 'Strategic Management,' 'Business Venturing,' and 'Growth Strategies.' Thus, it could eventually be followed concurrently within those courses within the same academic year. As a note on important related information, considering that all these four courses are taught in English, if the student passes at least two of the three, the B1 level of English will be recognized.

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

## 3.1. Contribution of the subject to the study plan:

This course aims to introduce the student to concepts and models for effective and efficient management of operations. Its main objective is to analyze the role of operations management in the context of an organization, the relationship with the rest of the company's functional areas and the different decision-making approaches for efficient management. In addition, it will be necessary for the student to understand what the best-managed companies are doing about their competitors in matters related to the internationalization of production, innovation in products and processes, flexibility and productive capacity, inventory management, etc.

## 3.2. Relationship with other subjects:

The management of any company requires making decisions based on both economic calculation and the integrated operation of the organization. For this, special attention is paid to the manufacture of products and the provision of services, quality control and control of employees.

At the end of the course, the student should understand how the design of operations and their optimization can be as important or more critical than functional areas of the company, such as finance, marketing or research and development.

## 3.3. Relationship with the profession:

By studying this subject, the student acquires skills to undertake the business planning process and the use of ICT for this purpose, fundamental aspects in any decision-making process that 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.
	Ability to use and develop information and communication technologies and to apply them to the corresponding business department

## 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.

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.

## 6. Units / Contents

**Unit 1: Introduction to operations management**

**Unit 2: Operations management strategy**

**Unit 3: Design and development of new products**

**Unit 4: Capacity planning and facilities' location**

**Unit 5: Production system and technology**

**Unit 6: Quality management**

**Unit 7: Operations planning in the short and long term**

**Unit 8: Stock management and material requirement planning**

**Unit 9: Project management and logistics**

## 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 E13 G01 G02 G04	0.08	2	Y	Y	
Study and Exam Preparation [OFF-SITE]	Self-study	E03 E06 G01 G02 G04	2	50	N	-	
Analysis of articles and reviews [OFF-SITE]	Practical or hands-on activities	E03 E13 G01	0.4	10	N	-	
Writing of reports or projects [OFF-SITE]	Group Work	E03 E13 G02 G04	1.52	38	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
Oral presentations assessment	10.00%	0.00%	Presentations in the classroom
Practicum and practical activities reports assessment	20.00%	0.00%	Practical assignments related to the course
Final test	70.00%	100.00%	It consists of two differentiated parts: theoretical test and practical test, according to which the contents of the subject will be evaluated. To pass this test and to be able to carry out the weighting with the rest of the qualifications, it is necessary to have at least a 2 out of 10 in each one of the parts and a 4 out of 10 in the joint final qualification.
<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:

Oral presentation of topics: 10%

Preparation of practice reports: 20%

Final test: 70%

To obtain a grade in the final test, it is necessary to have at least a 2 out of 10 in each part and a 4 out of 10 in the joint final grade.

#### Non-continuous evaluation:

Final exam: 100%

### Specifications for the resit/retake exam:

Final test: 70%

To obtain a grade in the final test, it is necessary to have at least a 2 out of 10 in each part and a 4 out of 10 in the joint final grade.

The mark of the oral presentation of topics of the ordinary call will be maintained (10%), or in its place, an additional theoretical part will be carried out in the final

test.

**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
Analysis of articles and reviews [AUTÓNOMA][Practical or hands-on activities]	10
Writing of reports or projects [AUTÓNOMA][Group Work]	38
Global activity	
Activities	hours
Final test [PRESENCIAL][Assessment tests]	2
Study and Exam Preparation [AUTÓNOMA][Self-study]	50
Analysis of articles and reviews [AUTÓNOMA][Practical or hands-on activities]	10
Writing of reports or projects [AUTÓNOMA][Group Work]	38
Class Attendance (theory) [PRESENCIAL][Lectures]	33.25
Class Attendance (practical) [PRESENCIAL][Combination of methods]	16.75
<b>Total horas: 150</b>	

10. Bibliography and Sources						
Author(s)	Title/Link	Publishing house	Citv	ISBN	Year	Description
Brown, Steve (1957-)	Strategic operations management /	Routledge : Taylor&Francis group,		978-0-415-58737-2 (p	2013	
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	
Fernández Sánchez, Esteban	Estrategia de producción	McGraw-Hill		84-481-4938-6	2006	
Gaither, Norman	Administración de producción y operaciones	International Thomson		970-686-031-2	2000	
Guarnizo García, José Víctor	Dirección de la producción	J.V. Guarnizo J.J. Jiménez		84-920589-4-3	1998	
Guarnizo, J.V.	Ejercicios y Casos de Administración y Dirección de Empresas				2004	
Heizer, Jay	Dirección de la producción y de operaciones : decisiones est	Pearson Educación		978-84-8322-360-4	2008	
Heizer, Jay	Dirección de la producción y de operaciones : decisiones tác	Pearson Educación		978-84-8322-361-1	2008	
Martín Peña (Coord.)	Dirección de la producción: problemas y ejercicios resueltos	Pearson	Madrid		2003	
Miranda, FJ; Rubio, S.; Chamorro, A. y Bañegil, TM	Manual de dirección de operaciones	Thomson		978-84-9732-258-4	2008	
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	
Slack, Nigel	Operations Management /	Pearson,		978-1-292-40824-8	2022	
Heizer, Jay	Operations management /	Pearson Education International,		0-13-185902-1 (CD-RO	2006	
Heizer, Jay	Operations management : sustainability and supply chain mana	Pearson Education,		978-1-292-14863-2	2017	