

MBA – Focusing on Entrepreneurship, Innovation & Technology Management

Syllabus

Operations Management 098710

2023/2024 mini-semester 4

Class 216

Thursday, 14:00-18:00

Teaching Staff:

Instructor: Prof. Assaf Avrahami Office, assafa@technion.ac.il, 052-5559797

Office Hours: Scheduled by appointment

TA's: Nehemia Yaron Cooper 322, nyaron@technion.ac.il

Office Hours: Scheduled by appointment

Credits: 2 points

Study hours per week: Lecture - 4

Course Goals and Description

Presentation and analysis of approaches, techniques and tools used in Operations Management.

Teaching Methods: Lectures, case studies, individual presentations, teams' reports and presentations, class discussions.

Teaching Materials: Slides will be distributed

Course Content/Topics

Operations is concerned with the logistics of how to transform resources into products and services. Operations Management is the analysis required to meticulously model each operation and finding the right method to fit this model. The objective of operations management is that products and services will be provided efficiently and profitably on one hand and to the customer's satisfaction on the other.

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Assignments and Grading Procedures

Case study analysis:

Each team of 5 students will submit an analysis (1-2 pages) that will be based on a case study that will be published after lesson 4. Submission due date is before lesson 5 (midnight)

The grade for this submission **will be 12.5%** of the final grade.

“Existing process“ presentation:

Each team of 5 students will select a process.

Students will select a process that they are familiar with and present it to the class. The process will be presented **in 12 minutes**. The presentation will focus on the process and on what could have been done to improve the process.

Presentations are possible each week from week 2 to week 5. Students can register for presentation by link that will be available on Moodle. There will be a limited number of presentations slot every week.

The grade of this presentation **will be 12.5%** of the final grade.

Part of the grade will be based on a feedback from the class. Each student is required to evaluate **all** presentations of other teams.

“New process” design final project and presentation:

Each team of 5 students will design a process from scratch.

Each team will present the process during the last meeting. Each presentation will be **exactly 12 minutes**. Presentations longer than 12 minutes will get a lower grade.

The grade for this presentation **will be 12.5%** of the final grade.

Part of the grade will be based on a feedback from the class. Each student is required to evaluate **all** presentations of other teams.

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Each team will submit a detailed report on the process designed, **a week** after the last class meeting. The report should be no longer than 20 pages, including all appendices, tables, figures, etc.

The report will be divided into chapters (2-3 chapters) and the name of the team member who wrote each chapter will be presented next to the title of the chapter.

The grade for this submission **will be 62.5%** of the final grade.

Evaluation of presentations and reports

Criterion	Maximum Possible Points
1. Organization and Clarity	10
2. New knowledge and insight provided	30
3. Application of knowledge discussed in the class	20
4. Significance of conclusions	20
5. Discussion and effective answers to questions	20

Submission of presentations evaluation Questionnaires:

Each **student** has to evaluate and submit a questionnaire for any presentation of all other teams.

Missing submissions will cause a decrease in final course grade. One point will be deducted from the final grade for each missing evaluation.

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Course Schedule (Topics and assignments)

Lesson 1 – 1.8.2024 Introduction to operations management

Lesson 2 – 8.8.2024 Organizations and processes

Presentations of existing processes

Lesson 3 – 15.8.2024 Information and its use

Presentations of existing processes

Lesson 4 – 22.8.2024 Supply chain management the customer interface and scheduling issues

Presentations of existing processes

Lesson 5 – 29.8.2024 Supply chain management processes and selected case study Presentations of existing processes

Lesson 6 – 12.9.2024 Waste management and service systems

Lesson 7 – 19.9.2024 Final process design and summary

Presentations of new processes

Course Requirements & Course Policies

Attendance:

All students are expected to attend all classes. Missing a class means missing part of the course.

Necessary absences and tardiness must be discussed with the instructor and approved in advance.

Missing a class without prior approval may be penalized by decrease in the final course grade.

Each student should attend the class with sign of his printed name.

Student Assessment:

A group assignment that includes reports and presentations (Assignments are performed by teams of 5 students).

Text book(s) and/or other materials

Shtub, A., and R. Karni, *ERP: The Dynamics of Supply Chain and Process Management*, Springer, 2011.

Case studies that will be published on Moodle