

OPERATIONS MANAGEMENT (6 ECTS)

This course represents a study into decisions made in production and procurement, and covers the five relevant decision areas when managing a production process: quality, processes, capacity, inventory, and labor. After the course introduction, quality management will be discussed, as well as methods of quality control and improvement. Students will also be introduced to the principles of project management, and will learn how to make short-term and long-term decisions in regard to matters of capacity planning. While the goal of this course isn't to provide students with a technical background, they will develop an understanding of the production process and, once they start their careers in renowned companies, will be able to predict procurement needs based on demand levels.

COURSE OBJECTIVES

This course covers the basic areas of decision making in managing production operations in organizations. The basic tenets of process management, projects, quality, capacity, and inventory are studied, while today's ever-present globalization of business operations will be reviewed. Emphasis will be placed on the importance of all the previously mentioned areas for particular parts of business organizations.