



centro adscrito a:



UNIVERSITAT POLITÈCNICA
DE CATALUNYA
BARCELONATECH

EXECUTIVE MASTER'S COURSE IN SUPPLY CHAIN MANAGEMENT AND OPERATIONS MANAGEMENT

OPERATIONS MANAGEMENT TEACHING GUIDE

[2022-2023]

GENERAL DETAILS

Name of module:	Operations Management
Academic Year:	2022 -2023
Degree:	Executive Master in Supply Chain Management and Operations Management
Number of credits (ECTS):	7
Date of latest revision:	November 2022
Lecturers in Charge:	Oriol Pastor Utzet

1. GENERAL DESCRIPTION

This module provides a broad vision of Operations in all its aspects, providing the fundamental concepts of area management. It offers a pragmatic and current approach to operations, with numerous examples and practical cases, involving the student to fully develop their managerial potential and ensure content assimilation.

The content is structured in six units:

- In the first unit, **basic concepts** of operations management are addressed in a theoretical and practical way, such as: the elements that make up an operations system, the key processes of operations, the functions and roles in operations, or the objectives and the value of operations in the company.
- The second unit is dedicated to the **competitiveness** of operations, and in it methodologies for the analysis of operating costs, efficiency and productivity factors and other competitive factors not referring to these costs will be shared.

All sessions seek maximum interaction with the student, so that the contents can be adapted to the professional needs of each.

2. OBJECTIVES

- Provide students with a global perspective of operations from the operational side.
- Ensure understanding of the cost structure.
- Identify the factors of competitiveness and provide their own criteria for their selection.

3. CONTENTS

UNIT 1. Basic concepts.

UNIT 2. Competitiveness of operations.

UNIT 1. Basic concepts.

Learning outcome

After the contents presented in this unit, students will be able to:

- Understand the value of Company Operations.
- Relate any operational reality with the elements of an Operations system
- Identify processes and functions
- Identify the key elements of a strategic plan

Contents

1. Operations System: area definitions and objectives.
2. Key processes and functions by processes.
3. Operations strategy. Internal and external analysis.
4. Impact of Operations on the business and budget.

UNIT 2. Competitiveness of operations.

Learning outcome

At the end of this unit, students will be able to:

- Evaluate the economic impact of the area in the company's economic management.
- Understand the basic cost structure.
- Differentiate the reduction of costs from generation of productivities.
- Know the different methodologies for improving competitiveness

Contents

1. Operations costs and budget
2. Competitiveness formula. Value vs. volume.
3. Price and Portfolio Impact on Competitiveness

4. TEACHING AND LEARNING METHODOLOGY

The teaching and learning methodology is developed from brief theoretical explanations that introduce examples and cases that facilitate the immediate application of the contents covered in each unit to the job position. The deployment of the Learning by doing model, based on experiential training, enables participants to obtain action-oriented learning.

The subject is organized in such a way that the student can obtain knowledge of the different topics, manage to put them into practice, and develop a participatory, proactive and critical attitude towards them. For this reason, classroom sessions are divided into theory and practice, and learning activities are presented as an opportunity to complement the knowledge acquired and assimilate it in greater depth.

5. ASSESSMENT

The Executive Modular Education programs are based on a competency assessment model, in which the progress of the students in achieving the objectives set out in the study program is assessed.

The evaluation system for this module aims to guarantee both the understanding of the contents and the student's ability to put them into practice, assessing progress and continued effort. Teaching staff will ensure the assimilation of the contents through the evaluable activities and the tutored project in the classroom.

6. BIBLIOGRAPHY

6.1. BASIC BIBLIOGRAPHY

- Kotter, John P. *Leading Change*. 1996, Harvard Business School Press.

- Hugos, Michael. *Essentials of Supply Chain Management*. 2018, Wiley.
- Medianero, David. *Productividad total. [Full productivity] Teoría y métodos de medición. [Measurement theory and methods]*. 2018, Marcombo.
- Tokutaro, Suzuki. *TPM in Process Industries (Step-By-Step Approach to TPM Implementation)*. May 1, 1994.