Operations Management
Course Code: MØA255_1, Credits: 10 credits
Offered by: Faculty of Social Sciences, UiS Business School
Semester tuition start & duration: Autumn, 1 semester
Exam term: Autumn
Language of instruction: English

Course staff
- Thorvald Gundersen (Course teacher)
- Jan Frick (Course coordinator)

Introduction
The course does not require any bachelor course in Operation management, Production management, logistics, supply management, or similar, but is aimed at Master students and, as such assume a bachelor degree including mathematics, statistics, budgeting and accounting, and organizational theory from UIS Business school, NHS, UIS engineering bachelors or similar. Students with work experience or courses in Operation Management will have an advantage regarding some topics early in the course and some of the CASE descriptions, but this does not reduce the ECTS of the course.

Learning outcome

Knowledge goals
Students shall acquire a fundamental understanding of the area of OM that incudes the delivery of products and services. Focus is how to develop and run a profitable company that deliver products and services with limitations on schedule, quality and price. Students shall be able to explain core topics and develop an advanced understanding of core models, methods, and theories that OM build upon. Students shall discover complexity and relations in how to run a company, and achieve knowledge of selected topics and methods regarding how to operate and develop a company.

Skill goals
The course shall enable the students to use different theories and models to analyse what is happening in a company in different situations, and be able to design their own analysis to recommend actions for a company. Students shall be able to use theoretical models and concepts as basis for development of a company’s production and service deliveries.

General goals
The students shall after the course be able to ask critical questions to, and reflect over core
requirements and assumptions within Operation Management as academic subject.

Content

Course is divided in four phases:

Part one is a rapid introduction to - and an overview of basis issues in OM that some students will have acquired through a bachelor course in OM. This is based on «Essential Guide to Operations Management, Concepts and Case notes». This will be partly a repetition for some students, but it shall establish a common foundation for the main topics.

Part two is based on journal papers and other content within following main topics as example:

- Theory of Constraints
- Lean Management
- Supply Chain/ Value Chain
- Modeling tools for workflows

Main topics may change from semester to semester. This part will be lectures in collaboration with student groups that present selected topics which may be combined with essays of part three.

Part three is CASE work in groups where the groups are expected to use methods from ¿Analysis for Managers, effective planning tools and techniques¿ in analysis of real organizations and companies in assignments provided by lecturer. Contact to the company/organization in question shall only be done if agreed upon in advance by lecturer. Part two and three will when possible be direct or indirect related to research projects within OM.

Each group writes four essays according to a normal international journal template in part two and three. All essays are presented to fellow students and gets feedback at presentation and from lecturer. The group then select three of their essays that shall count to exam, and they can update those before final deadline.

Even if many cases and issues will come from industry, the methods and focus in this course are just as applicable for service industry, shops, health sector, tourism etc.

Teaching methods

The course will utilise problem-based learning with project groups in adapted form, but based on a model developed by the University of Aalborg. This means that the students will be working in groups with 3-5 students during the whole semester.
The semester is divided in four parts, which partially overlap.

- Part 1 is the foundation lectures.
- Part 2 consist of group work where the groups will prepare, document, and give a lecture on a subject for the other groups, with guidance. The lecturer will, as needed, supply additional lecturing on the topic.
- Part 3 consist of 4 essays, topics given to each group by the lecturer. The essays will be presented and handed in according to schedule. The students can choose 3 of 4 essay topics, which will count toward the final grade. These can be updated before the final deadline. Guidance will be provided during the writing process.
- Part 4 is the preparation for, and the individual oral exam.

At the beginning of the semester, a plan for the semester will be provided, but smaller changes to this will occur. This is because coordination with external projects and organisations. All deliveries are done through the computer system it\'slearning.

The oral exam which count for 50% of the grade, is individual. The subjects that the students can draw at the exam, will be made available about a month before the oral exam date.

_Estimated time used for course_

- Participation in lectures 30 hours (2 hours per week)
- Reading and group presentations 100 hours
- Group: Essay writing 55 hours
- Exam preparations 55 hours

TOTAL 250 hours

The course is planned to contain a 2 hour lecture and 2 hours available for guidance and presentations weekly, but changes may occur.

_Required prerequisite knowledge_

None
Exam

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<thead>
<tr>
<th>Essaysamling og muntlig eksamen</th>
<th>Wt.</th>
<th>Duration</th>
<th>Marks</th>
<th>Aid</th>
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<tbody>
<tr>
<td>Essaysamling</td>
<td>1/2</td>
<td></td>
<td>A - F</td>
<td>All.</td>
</tr>
<tr>
<td>Oral exam</td>
<td>1/2</td>
<td></td>
<td>A - F</td>
<td>None permitted.</td>
</tr>
</tbody>
</table>

It is mandatory for the groups to hand in, and present 4 essays according to schedule during the term. The grade will be given in 2 equal parts.

- A collection of essays where 3 of 4 essays are handed in by the given final deadline. It will be possible to update the essay collection between the essays are first handed in, and the final deadline
- An individual, oral exam.

Information permitted:

Everything is permitted for the essays, but the sources you use for the essays must be cited in the references.

No assistance or additional material allowed on the oral exam.

Open to

Business Administration - Master of Science

Literature

Literature:


Book will probably be changed before Autumn 2014

Additional papers will be provided during course. A total overview of papers etc will therefore change each semester, and a final version will be provided when exam questions are made available about a month before oral exam.