



## Lesson Plan

**Program:** MBA      **Semester:** IInd    **Course Code:** KMB N 205      **Course Name:** Operations Management

### Course Objectives

**(CO1):** To understand the role of Operations in overall Business Strategy of the firm

**(CO2):** To understand the application of operations management policies and techniques to the service sector as well as manufacturing firms.

**(CO3):** To identify and evaluate the key factors and their interdependence of these factors in the design of effective operating systems

**(CO4):** To understand the trends and challenges of Operations Management in the current business environment.

**(CO5):** To familiarize the students with the techniques for effective utilization of operational resources and managing the processes to produce good quality products and services at competitive prices.

**Session Duration:** 60 minutes

**Participants:** MBA Students

### Entry level knowledge and skills of students

- i. Basic Knowledge of Production & operations concepts
- ii. Basic Knowledge of role of operations in the management of the organization

### Equipment required in Classroom/ Laboratory/ Workshop

- i. White Board, Marker and Duster
- ii. Smart Board, Projector & system

### Assessment Schemes

S. No.	Criteria	Marks (150)
1	AKTU End Term Examination	100
2	Internal Evaluation Scheme	50
2(a)	Class Tests	30
2(a)(i)	Class Test-I	15
2(a)(ii)	Class Test-II	15



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2(b)	Teacher Assessment (Continuous Evaluation)	20
2(b)(i)	Attendance	5
2(b)(ii)	Case Study/Topic Based Presentation	5
2(b)(iii)	*GD	10
	*MCQ Based Assignment	2

**Course Outcomes** (starting with action-oriented observable and measurable verb)

**(CO1):** Understand the role of Operations in overall Business Strategy of the firm - the application of OM policies and techniques to the service sector as well as manufacturing firms.

**(CO2):** Understand and apply the concepts of Material Management, Supply Chain Management and TQM perspectives

**(CO3):** Identify and evaluate the key factors and their interdependence of these factors in the design of effective operating systems

**(CO4):** Analyze / understand the trends and challenges of Operations Management in the current business environment

**(CO5):** Apply techniques for effective utilization of operational resources and managing the processes to produce good quality products and services at competitive prices.

L. No.	Topics	Sub Topics	Date of implementation	Pedagogy	CO-Covered	Faculty Sign	HoD's Remark with Date
<b>Unit - 1</b>							
1.	Operations management	Meaning, nature & Scope		Improved Lecture	1		
2.	Production & operations management	Difference between operations management & production		Improved Lecture	1		



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		management & production management					
3.	Decisions of operations management	Objectives/decisions of operations management		Demonstration	1		
4.	Productivity	Meaning of output, different inputs, meaning of productivity & Factors affecting productivity		Demonstration	1		
5.	Productivity measurement	Productivity measures – partial & Indirect measures, Multi factor productivity & measures to increase productivity		Improved Lecture	1		
6.	Work Study	Meaning, components of method study, time study & methods of time measurement		Buzz Session	1		
7.	Manufacturing process & Plant Layout	Basic principles of plant layout, types of layouts – process layout, product layout &		Group Discussion	1 & 3		
8.	Manufacturing process & Plant Layout	Fixed position layout					
<b>Unit - 2</b>							
9.	Product & Services	Difference between		Improved Lecture	1		



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		product & Service , Characteristics of services					
10.	Services	Classification of services		Improved Lecture	1		
11.	Service design	Meaning of service design & factors affecting the service design & Service designing process		Demonstration	1 & 3		
12.	Service capacity	Service capacity planning, dimensions of quality in services		Demonstration	1		
13.	Service quality	Meaning of service quality gap, measuring service quality		Improved Lecture	1		
14.	SERVQUAL model	Meaning & application		Demonstration	1		
15.	Case studies				1		
16.							
<b>Unit - 3</b>							
17.	Production planning	Meaning of production planning & features		Buzz Session	1		
18.	Production planning & control	Process of production planning & control		Group Discussion	1		
19.	Production planning controls	Routing, scheduling & loading		Improved Lecture	1		
20.	Master production schedule	Meaning & importance		Demonstration	1		
	Aggregate production planning	Meaning & process		Group Discussion	1		



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21.	Inventory & Inventory control techniques	EOQ & ABC ( Practical problem)		Case study Method	2 & 5		
22.	Inventory control techniques	VED, FSN, HML, SDE (Practical problem)		Case study Method	2& 5		
23.	Inventory control techniques	JIT & KANBAN		Case study Method	2& 5		
<b>Unit - 4</b>							
24.	Supply Chain Management	Meaning & Overview of supply chain management		Group Discussion	2		
25.	Conceptual model of supply chain	Supply chain drivers & measuring supply chain performance		Case study Method	2		
26.	Types of supply chains	Core & reverse supply chain, global supply chain, Inbound & outbound logistics		Group Discussion	2		
27.	Supply chain management	Bullwhip effect in SCM, PUSH & PULL systems, lean manufacturing & agile manufacturing		Role Play	4		
28.	Role of IT in SCM	Importance of role of IT & its effects on SCM		Case study Method	4		
29.	Demand forecasting in supply chain	Simple moving average method, weighted moving average method		Case study Method	4		



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30.	Demand forecasting in supply chain	Linear regression & exponential smoothing method		Case study Method	4		
31.	Demand forecasting in supply chain	Linear regression & exponential smoothing method		Case study Method			
<b>Unit - 5</b>							
32.	Total Quality management	Meaning & characteristics		Group Discussion	2		
33.	Deming's 14 principles & Juran's quality trilogy	Explanation of principles		Case study Method	2		
34.	PDCA cycle & kaizen	Features & characteristics		Group Discussion	2		
35.	Management tools	Quality circles,		Case study Method	5 & 6		
36.	Management tools	TPM		Case Study Method	5 & 6		
37.	Management tools	ISO 9000-2000 clauses		Case Study Method	5 & 6		
38.	Management tools	5S		Case Study Method	5 & 6		
39.	Tutorials	Case Study		Case Study Method			
40.	Tutorials	Case Study		Case Study Method			
<b>Revision</b>							
41.	Tutorials	Case Study					
42.							
43.							
44.							
45.							
46.							
47.							
48.							

### Text Books:

1. Aswathappa, K. & Bhat, K.S.-- Production and Operations Management (Himalaya Publishing House, 2nd Edition)



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2. Chase, R.B., Shankar, R. & Jacobs, F.R. -- Operations & Supply Chain Management (Tata McGraw Hill, 14th Edition)

3. Chunawalla, S.A. & Patel, D.R. – Production & Operations Management (Himalaya Publishing House, 9th Edition)

## Reference Books:

1. Chary, S.N. -- Production and Operations Management (Tata McGraw Hill, 6th Edition)

2. Charantimath, P.M. – Total Quality Management (Pearson Education, 3rd Edition)

3. Bedi, Kanishka – Production & Operations Management (Oxford University Press, 3rd Edition)

4. Adam, Everett E. & Ebert, Ronald J. – Production and Operations Management (Prentice Hall, 5th Edition)

5. Gopalakrishnan, P. & Sundaresan, M. – Materials Management (Prentice Hall of India)

## Journals:

Prasad S, Babbar S., journal of operations management, volume 18, Issue 2, February 2000, pp.209-247

Hartmann Evi, De Grahl Alexander, Journal of Supply chain management, Volume 47, Issue 3, July 2011, pp. 63-85

Miller William Johnson, Journal of Quality Management, Volume 1, Issue 2, 1996 pages 149-159

Shen Bin, Chan Hau-Ling, Barletta Kristin A Thoney, Chow Pui-Sze International Journal of Inventory Research, Vol. 3, No. 4, February 23, 2017. Pp 297-317

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Electronic Database: <https://icmai.in/upload/Students/Syllabus2016/Inter/Paper-9New.pdf>