



IDENTIFYING DATA

Operations management

Subject	Operations management			
Code	O04G020V01302			
Study programme	(*)Grao en Administración e Dirección de Empresas			
Descriptors	ECTS Credits	Choose	Year	Quadmester
	9	Mandatory	2nd	1st
Teaching language	Spanish Galician English			
Department				
Coordinator	Rodríguez López, Nuria			
Lecturers	Lampón Caride, Jesús Fernando Rodríguez López, Nuria			
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Web				
General description	This subject develops the contents, methods and tools associated with operations strategy. It studies in deep the topics related to the selection and design of the product, the method and place of production, the necessary resources and their organisation, and any other necessary aspects so that the company can carry out the productive process for which was created.			

Competencies

Code	
B1	Ability to analyse and synthesise
B2	Critical and self-critical thinking
B10	Issue assessment reports on specific situations regarding companies and markets
B11	Design global management projects or projects related to the functional areas within a company
B13	Capacity for learning and independent work
B14	Capacity to apply the theoretical and practical knowledge acquired in a specialised academic context
C6	Acquire and understand knowledge regarding: The different processes, procedures and practices related to business management
C12	Solve problems effectively and make decisions using the appropriate quantitative and qualitative methods, including the identification, expression and solution of business problems
D5	Motivation for quality and continuous improvement

Learning outcomes

Expected results from this subject	Training and Learning Results	
Showing the knowledge of procedures and techniques of operations management.	B1 B10 B11	C6
Using research, selection and interpretation tools of the relevant information in the production area.	B1 B2 B10 B11 B13 B14	C6

Setting goals, develop strategies and action plans specific to production activities and consistent with their environment.	B1 B2 B10 B11 B13 B14	C6	D5
Managing knowledge, processes and characteristics of the leadership and management of production activities in the various companies, assuming the effects of his/her practice and the consequences of his/her action in any context of intervention reflecting on his/her own positioning.	B1 B2 B10 B11 B13 B14	C6 C12	D5
Making decisions in finding solutions to problems relating to the status of the production area of the company and to issue the corresponding reports.	B1 B2 B10 B11 B13 B14	C6 C12	D5

Contents

Topic	
MODULE 1: THE COMPANY AND OPERATIONS SYSTEM.	SUBJECT 1. The Operations System, Operations Strategy and Outcomes
MODULE 2: DESIGN OF OPERATIONS SYSTEM.	SUBJECT 2. Selection and Design of the Product and of the Production Process SUBJECT 3. Strategic decisions about Capacity SUBJECT 4. Decisions about Location SUBJECT 5. Layout
MODULE 3: SUPPLY-CHAIN MANAGEMENT.	SUBJECT 6. Supply chain SUBJECT 7. Inventory Management
MODULE 4: PRODUCTION PLANNING.	SUBJECT 8. Project Management SUBJECT 9. Planning, Scheduling and Control of the Production SUBJECT 10. Lean Manufacturing

Planning

	Class hours	Hours outside the classroom	Total hours
Lecturing	7.5	0	7.5
Case studies	10	20	30
Flipped Learning	30	67	97
Problem solving	20	40	60
Mentored work	7.5	20	27.5
Objective questions exam	3	0	3

*The information in the planning table is for guidance only and does not take into account the heterogeneity of the students.

Methodologies

	Description
Lecturing	Presentation by the professor of the subject contents, theoretical bases and guidelines of an assignment to be developed by the student.
Case studies	Analysis of an event, issue or actual event in order to know, interpret, solve, generate hypotheses, comparing data, reflect, complete knowledge, diagnose and training in alternative dispute resolution procedures. This technique could require the student, either individual or in a group, to prepare a document on a topic, or to prepare seminars, experiments, reports, essays, summaries of lectures, conferences, etc.
Flipped Learning	Some learning activities will be carried out outside the classroom, and other processes of acquisition and practice of knowledge will be facilitated and enhanced with the presence of the teacher
Problem solving	Activity which formulated problems and/or exercises related to the course. The student should develop appropriate solutions or right through the exercise routines, application of formulas or procedures to process available information and interpret the results. It is often used to complement the lecture.
Mentored work	Meetings that the student keeps with the professor of the subject for the activities development and supervision.

Personalized assistance

Methodologies Description

Case studies	Time reserved to guide, moitor, address and solve questions of students in their process of acquiring skills and carrying out proposed activies. The tutoring sessions could be carry out by telematic means (email, videoconference, Faitic forums, ...) under prior agreement.
Mentored work	Time reserved to guide, moitor, address and solve questions of students in their process of acquiring skills and carrying out proposed activies. The tutoring sessions could be carry out by telematic means (email, videoconference, Faitic forums, ...) under prior agreement.
Problem solving	Time reserved to guide, moitor, address and solve questions of students in their process of acquiring skills and carrying out proposed activies. The tutoring sessions could be carry out by telematic means (email, videoconference, Faitic forums, ...) under prior agreement.

Assessment

Description	Qualification	Training and Learning Results		
Case studies	10	B1 B2 B10 B11 B13 B14	C6 C12	D5
Problem solving	20	B1 B2 B10 B11 B13 B14	C6 C12	D5
Mentored work	20	B1 B2 B10 B11 B13 B14	C6 C12	D5
Objective questions exam	50	B1 B2 B10 B11 B13 B14	C6 C12	D5

Other comments on the Evaluation

The previously mentioned tests are the system of continuous evaluation. Students must complete all the compulsory exercises and activities to be evaluated for this instead of a final exam. In order to pass, the student must achieve at least 50% of the value assigned to these tests. The mark for tutored assignments is either first or second call.

Students who aren't assessed by continuous evaluation, should take a complete exam of all the course material, which is worth 100% of the mark. In this case, the student should contact the teacher.

The dates and time of the test of evaluation of the convening of assessment are the specified in the calendar of exams of assessment approved by the Junta the Centro for the present academic course (<http://fcetou.uvigo.es/index.php/en/exams>)

Inappropriate behaviour, contrary and damaging to the conviviality, can be sanctioned with the loss of the right to the continuous assessment by part of the student responsible.

Work showing evidence of copying or plagiarism will suppose a fail assessment in all the calls of the academic course.

Sources of information

Basic Bibliography

Domínguez Machuca, J.A. y otros, **Dirección de operaciones. Aspectos tácticos y operativos en la producción y los servicios.**, 1ª, McGraw-Hill, 1995

Domínguez Machuca, J.A. y otros, **Dirección de operaciones. Aspectos estratégicos en la producción y los servicios.**, 1ª, McGraw-Hill, 1995

Heizer, J.; Render, B., **Dirección de la Producción y de Operaciones. Decisiones Tácticas.**, 11ª, Pearson Educación, 2015

Heizer, J.; Render, B., **Dirección de la Producción y de Operaciones. Decisiones Estratégicas.**, 11ª, Pearson Educación, 2015

Heizer, J.; Render, B., **Operations Management. Sustainability and Supply Chain Management. Global Edition.**, 11th, Pearson Education, 2014

Heizer, J.; Render, B., **Principles of Operations Management.**, 9th, Pearson Education, 2014

Krajewski, L.J.; Ritzman, L.P.; Malhotra, M.A., **Administración de Operaciones. Procesos y Cadena de Suministros.**, 10ª, Addison Wesley, 2013

Miranda, F.J. y otros, **Manual de Dirección de Operaciones.**, 1ª, Thomson, 2005

Complementary Bibliography

Recommendations

Subjects that it is recommended to have taken before

Business: Basics of management/O04G020V01102

Business: Business management/O04G020V01203

Other comments

This guide aims to anticipate the learning path of the student, and is conceived in a flexible manner.

Therefore, it may require adjustments during the course, according the dynamics of the class or any situations which may arise.

Similarly, it will contribute information and specific guidelines necessary throughout the learning process.

Teaching activity will be developed using the Campus Remoto of the University of Vigo and the learning platform Faitic.

Contingency plan

Description

=== EXCEPTIONAL PLANNING ===

Given the uncertain and unpredictable evolution of the health alert caused by COVID-19, the University of Vigo establishes an extraordinary planning that will be activated when the administrations and the institution itself determine it, considering safety, health and responsibility criteria both in distance and blended learning. These already planned measures guarantee, at the required time, the development of teaching in a more agile and effective way, as it is known in advance (or well in advance) by the students and teachers through the standardized tool.

=== ADAPTATION OF THE METHODOLOGIES ===

* Teaching methodologies maintained

All the methodologies are maintained. The hours of in-person classes will be adapted to the university instructions.

* Teaching methodologies modified

None.

* Non-attendance mechanisms for student attention (tutoring)

E-mail, Faitic and Campus Remoto.

* Modifications (if applicable) of the contents

None

* Additional bibliography to facilitate self-learning

None

* Other modifications

None

=== ADAPTATION OF THE TESTS ===

* Tests already carried out

All the test are maintained

* Pending tests that are maintained

All the test are maintained

* Tests that are modified

None

* New tests

None

* Additional Information

None
