



## IDENTIFYING DATA

### Operations management

Subject	Operations management			
Code	004G020V01302			
Study programme	Grado en Administración y Dirección de Empresas			
Descriptors	ECTS Credits	Choose	Year	Quadmester
	9	Mandatory	2nd	1st
Teaching language	Spanish Galician English			
Department				
Coordinator	Rodríguez López, Nuria			
Lecturers	Blanco González, Manuel Pérez Bouzas, María Pilar Rodríguez López, Nuria			
E-mail	nrl@uvigo.es			
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.			
	English Friendly subject: International students may request from the teachers: a) resources and bibliographic references in English, b) tutoring sessions in English, c) exams and assessments in English.			

## Training and Learning Results

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

## Expected results from this subject

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	12	20	32
Flipped Learning	7.5	30	37.5
Case studies	15	15	30
Workshops	30	45	75
Mentored work	7.5	40	47.5
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.
Flipped Learning	Some learning activities will be carried out outside the classroom and before the session. Other processes of acquisition of knowledge will be facilitated and enhanced with the presence of the teacher
Case studies	Analysis of an event or issue 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 reports, essays, summaries of lectures, conferences, etc.
Workshops	Problems and/or exercises related to the course. The student should develop appropriate and right solutions through exercise routines, application of formulas or procedures to process available information and interpret the results.
Mentored work	The student, individually or in groups, prepares a paper on the subject of matter or prepare research, essays and summaries of readings. It includes finding and collecting information, reading and literature management, writing ...

## 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.
Mentored work	Time reserved to guide, moitor, address and solve questions of students in their process of acquiring skills and carrying out proposed activies.
Workshops	Time reserved to guide, moitor, address and solve questions of students in their process of acquiring skills and carrying out proposed activies.

**Assessment**

	Description	Qualification	Training and Learning Results		
Workshops	Assignments in which the student must solve a different problems and exercises within a given time period and under conditions established by the teacher. In each of these activities, the student must apply the knowledge acquired and show the competences developed during the sessions. Detailed instructions, including the due dates, will be provided for each assignment.	30	B1 B2 B10 B11 B13 B14	C6 C12	D5
Mentored work	Paper, essay and summaries of reading on the subject of matter prepared by the student. It includes finding and collecting information, reading and literature management, writing ... and the oral presentations , related with those activities.	10	B1 B2 B10 B11 B13 B14	C6 C12	D5
Objective questions exam	Written exams The format of the exams may include multiple-choice questions, short-answer questions, and problem-solving questions. The exams will cover material from lectures, readings, and any additional resources provided.	60	B1 B2 B10 B11 B13 B14	C6 C12	D5

**Other comments on the Evaluation****Continuous assessment plan:**

First exam call: The previously mentioned assignments represent the continuous assessment plan. Students must complete all the compulsory assignments (cases, problems, exercises, presentations, etc.) and take the objective questions exams. To pass, the student must achieve at least 5 points out of 10.

Second exam call: Students must take both, a practical and a theoretical exam that represents the 100% of the mark. These exams will cover all the course material. To pass, the student must achieve at least 5 points out of 10.

**Non-continuous assessment plan:**

Students must take both, a practical and a theoretical exam that represents the 100% of the mark. These exams will cover all the course material. To pass the subject, the student must achieve at least 5 points out of 10. There will be two exam opportunities. The dates and time of the exams are those specified in the calendar of exams approved by the school's governing body (Xunta the Centro) for the present academic course (<http://fcetou.uvigo.es/index.php/en/exams>)

Students should contact the subject coordinator by e-mail, if they wish to follow the non-continuous assessment plan. They should decline the continuous assessment and request the global assessment plan. Application deadline: 11th September 2023 - 11th October 2023.

**OTHER REMARKS**

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

Active participation in class discussions, asking questions, and engaging with the material will be encouraged. This includes attendance, punctuality, and respectful interaction with peers and the teacher. Inappropriate behaviour, contrary to social harmony, will be sanctioned with the loss of the right to continuous assessment by the student responsible.

Academic Integrity: All work submitted must be original and appropriately cited. Plagiarism or any form of academic dishonesty will not be tolerated and will result in a failing grade in all the exam calls of the academic year.

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## Sources of information

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### 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

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## Recommendations

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### 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 Moovi.

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