

Course Title	OPERATIONS MANAGEMENT
Course Code	MGT 211
Course Purpose and Objectives	The purpose of this course is to introduce students to Operations Management related to service and manufacturing industries. On completion of the course, students will know different quantitative and qualitative issues and their importance in supporting the strategic management and operational decisions for the corporate and functional areas of a business. Students will also learn how the strategic and operational nature of a business interlinks.
Learning Outcomes	<ol style="list-style-type: none"> 1. Explain Operations Management related to service and manufacturing industries. 2. Discuss the different quantitative and qualitative issues and their importance in supporting the strategic management and operational decisions for the corporate and functional areas of a business. 3. Explain the strategic and operational nature of a business interlink. 4. Describe management activities of process design, supply chain management, logistics, project planning and quality control as well as the concept of Total Quality Management.
Course Content	<ul style="list-style-type: none"> • Introduction to operations • Global operations strategy • Project management • Design of goods and services • Sustainability in the supply chain • Managing quality • Process strategy • Layout strategies • Human resources • Supply chain management