Course Objectives:
The main objectives of the course are to introduce the field of production/operations management. Topics to be covered represent a blend of concepts from industrial engineering, cost accounting, general management, quantitative methods and statistics. This will include some operations as well as strategic issues such as: applied forecasting, aggregate planning, scheduling, shop floor control, total quality management, inventory management, facility layout and project management.

Course Contents:
Introduction: Importance of operation management, design of and effective operational system including a thorough understanding of various operational strategies and their implicative impact on the overall production and operation of a company.

Operations management and corporate profitability. Characteristics of a manufacturing system. Difference between manufacturing and service operations. Various forecasting techniques including simulations and aggregate product planning for attaining TQM.

Japanese style of manufacturing utilizing techniques and trends for attaining quality assurance with the use of techniques such as "kanban". Capacity planning, process design, facility layout and location.
Implementation of an effective operational strategy with a perspective emphasizing on the operational system of the future in the global market.

Text Books: