

Tamkang University Academic Year 111, 2nd Semester Course Syllabus

Course Title	OPERATIONS MANAGEMENT	Instructor	HSU-SHIH SHIH
Course Class	TLGBM1A MASTER'S PROGRAM IN BUSINESS AND MANAGEMENT, DEPARTMENT OF MANAGEMENT SCIENCES (ENGLISH-TAUGHT	Details	◆ General Course ◆ Selective ◆ One Semester
Relevance to SDGs	PROGRAM), 1A SDG4 Quality education SDG9 Industry, Innovation, and Infrastructure SDG11 Sustainable cities and communities SDG12 Responsible consumption and production		
D e p a r t m e n t a l A i m o f E d u c a t i o n			
I . Develop a business and management perspective for students. II . Train the professionals in the integrated fields of business and management. III . Cultivate the talents with both theory and practices in business and management.			
Subject Departmental core competences			
A. Provide the basic knowledge of both theory and practices.(ratio:30.00) B. Enhance the practical training for the current trends.(ratio:20.00) C. Cultivate the ethics in business and management.(ratio:20.00) D. Obtain the ability of analyzing industrial and business problems.(ratio:30.00)			
Subject Schoolwide essential virtues			
1. A global perspective. (ratio:20.00) 2. Information literacy. (ratio:20.00) 3. A vision for the future. (ratio:15.00) 4. Moral integrity. (ratio:10.00) 5. Independent thinking. (ratio:10.00) 6. A cheerful attitude and healthy lifestyle. (ratio:5.00) 7. A spirit of teamwork and dedication. (ratio:15.00) 8. A sense of aesthetic appreciation. (ratio:5.00)			

Course Introduction	The course provides a general view of the process of designing and operating manufacturing and service systems with analytic methods and their applications. From the viewpoint of business management, it will introduce the major areas of operations management and focus on process analysis, model analysis, and their applications so that the students can obtain the whole picture of operations management.			
<p align="center">The correspondences between the course's instructional objectives and the cognitive, affective, and psychomotor objectives.</p> <p>Differentiate the various objective methods among the cognitive, affective and psychomotor domains of the course's instructional objectives.</p> <p>I. Cognitive : Emphasis upon the study of various kinds of knowledge in the cognition of the course's veracity, conception, procedures, outcomes, etc.</p> <p>II.Affective : Emphasis upon the study of various kinds of knowledge in the course's appeal, morals, attitude, conviction, values, etc.</p> <p>III.Psychomotor: Emphasis upon the study of the course's physical activity and technical manipulation.</p>				
No.	Teaching Objectives			objective methods
1	The course provides a general view of the designing and operating manufacturing and service systems with analytic methods and their applications.			Psychomotor
The correspondences of teaching objectives : core competences, essential virtues, teaching methods, and assessment				
No.	Core Competences	Essential Virtues	Teaching Methods	Assessment
1	ABCD	12345678	Lecture, Discussion, Experience	Testing, Study Assignments, Discussion(including classroom and online), Report(including oral and written), Activity Participation
Course Schedule				
Week	Date	Course Contents		Note
1	112/02/13 ~ 112/02/19	Course overview		Thu. morning
2	112/02/20 ~ 112/02/26	Introduction to operations management		
3	112/02/27 ~ 112/03/05	Competitiveness, strategy, and productivity I		

4	112/03/06 ~ 112/03/12	Competitiveness, strategy, and productivity II	
5	112/03/13 ~ 112/03/19	Forecasting I	
6	112/03/20 ~ 112/03/26	Forecasting II	
7	112/03/27 ~ 112/04/02	Product and service design I	
8	112/04/03 ~ 112/04/09	Teaching observation	no class
9	112/04/10 ~ 112/04/16	Product and service design II	
10	112/04/17 ~ 112/04/23	Midterm examination	take home examination
11	112/04/24 ~ 112/04/30	Strategic capacity planning I	
12	112/05/01 ~ 112/05/07	Strategic capacity planning II	
13	112/05/08 ~ 112/05/14	Process selection and facility layout I	
14	112/05/15 ~ 112/05/21	Process selection and facility layout II	
15	112/05/22 ~ 112/05/28	Supply chain management	
16	112/05/29 ~ 112/06/04	Final report (1)	
17	112/06/05 ~ 112/06/11	Final report (2)	
18	112/06/12 ~ 112/06/18	Final report (3)	
Requirement	<p>1. This course concentrates on qualitative and quantitative analysis for manufacturing and service systems and improves their effectiveness and efficiency.</p> <p>2. Class participation and experience sharing are important for the class.</p> <p>3. Group presentations will be arranged under the title "smart manufacturing." It will be presented in 15 minutes.</p> <p>4. The topic of the final report will depend on personal preference. It could be from theses, journal papers, or professor's assignments, which are published in the last five years. Please be creative and critical thinking!</p> <p>5. The contents of the personal final reports include a presentation file, a report file, and a Turnitin report (it is better to have less than 20% of similarity, including references). Please give me your presentation file in hard copy before your presentation.</p>		
Teaching Facility	Computer, Projector		
Textbooks and Teaching Materials	Stevenson, W.J. (2021), Operations Management, 14th Ed. McGraw-Hill, New York.		
References	<p>Simchi-Levi, D., Kaminsky, P., Simchi-Levi, E. (2021), Designing and Managing the Supply Chain: Concepts, Strategies and Case Studies, 4th Ed. McGraw-Hill, New York.</p> <p>Bordoloi, J.A. Fitzsimmons, M.J. Fitzsimmons (2019), Service Management, 9th Ed. McGraw-Hill, New York.</p> <p>Assigned papers, articles, theses, reports and other web supporting materials.</p>		

Number of Assignment(s)	(Filled in by assignment instructor only)
Grading Policy	<p>◆ Attendance : 15.0 % ◆ Mark of Usual : 30.0 % ◆ Midterm Exam : 25.0 %</p> <p>◆ Final Exam : %</p> <p>◆ Other 〈Final report 30%〉 : 30.0 %</p>
Note	<p>This syllabus may be uploaded at the website of Course Syllabus Management System at http://info.ais.tku.edu.tw/csp or through the link of Course Syllabus Upload posted on the home page of TKU Office of Academic Affairs at http://www.acad.tku.edu.tw/CS/main.php.</p> <p>※ Unauthorized photocopying is illegal. Using original textbooks is advised. It is a crime to improperly photocopy others' publications.</p>