

COURSE CODE: MSC535M

COURSE TITLE: Operations Management

COURSE DESCRIPTION:

The goal of the MBA Program is to form Lasallian Business Leaders who will be competent, humanistic, nationalistic and socially responsible change agents in business organizations and society. In support of this goal, this course deals with concepts and techniques related to the design, planning, control, and improvement of manufacturing and service operations. A holistic view of operations is presented through the relationship of product and service development, process management, and supply chain management. The major areas for discussion include operations analysis; coordination and planning; quality management; project management and, logistics and supply chain management. Spreadsheet models are used to serve as bases for making strategic operational decisions.

DEPARTMENT: Decision Sciences and Innovation Department

TEXTBOOK:

- McGraw Hill Conect eBook Subscription:

Managing for Quality and Performance Excellence by James R. Evans and William M. Lindsay, 10th Edition, Copyright 2017, ISBN 9789814930505 (subscription/ebook).

READING LIST:

- Operations Management: Sustainability and Supply Chain Management by Jay Heizer, Barry Render, and Chuck Munson 13th Edition, 2020 (Chapters 5, 6, 6S)
- Operations Management by William Stevenson 13th Edition -2018 (Chapters 4, 9, 10)

REQUISITE EQUIPMENT/MATERIALS FOR THE COURSE:

- <http://bit.ly/DLSU-TQM-Students> (Google Drive - contains collection of various tool templates)
- <https://asq.org/quality-resources/learn-about-quality> (Free Resource for Tool Templates and Tutorials).
- Other materials and videos, provided in the Syllabus and Canvas.
- American Society for Quality website (concepts, tools, applications, and technical terms):  
<https://asq.org>
- Website of Union of Japanese Scientists and Engineers (training materials):  
<http://www.juse.or.jp/english/>