

**Course Outline 2017**  
**OPSMGT 370: OPERATIONS AND SUPPLY CHAIN STRATEGY**  
**(15 POINTS)**

**Semester 2 (1175)**

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**Course Prescription**

Investigates and explores complex and dynamic issues associated with the design, execution, and improvement of operations and processes. Promotes an applied, integrated, and systemic approach towards operations across supply chains.

**Programme and Course Advice**

Prerequisite: OPSMGT 255 or ENGGEN 303

**Goals of the Course**

The course offers an advanced treatment of topics in operations & supply chain management that are of contemporary importance. In particular, it features a strong emphasis on the systems thinking and strategy/process-centric aspects of operations/supply chain management, in contrast with the techno-centric perspective of OPSMGT 373 ('eBusiness & Supply Chains').

**Learning Outcomes**

By the end of this course it is expected that the student will be able to:

1. formulate clear and explicit strategies for managing supply chains for diverse product- and customer/market-characteristics;
2. formulate operations strategies, including the trade-offs between objectives that need to be managed and the use of various management levers;
3. experientially learn the need for collaboration and the nature of coordination that is required in managing supply chains;
4. understand how to integrate supply chains, from a *process* standpoint, both internally across functions and externally with trading partners;
5. formulate and implement strategies for supply chain partnering and supplier management;
6. develop incentive mechanisms that are aligned for superior supply chain performance; and
7. design products, processes, and supply chains in a coordinated manner.

**Content Outline**

Week 1	Course Introduction, Operations Management Framework, Systems Perspective and Operations Management
Week 2	Quality Management
Week 3	Six Sigma, Quality Assurance Statistical Quality Control
Week 4	Process Design and Assembly Line Balancing
Week 5	System Thinking and Model based Decision making in OM

Week 6	Course Review and Mid-Semester Test
	Mid-Semester Break
Week 7	Supply Chain Management I
Week 8	Supply Chain Management II, Inventory Management I
Week 9	Inventory Management II
Week 10	Production Planning
Week 11	Group Presentations
Week 12	Group Presentations, Exam Review

## Learning and Teaching

Classes will be held at the City campus.

A variety of instructional methods will be employed, including lectures, videos, and case studies. To make the class more lively and valuable for everyone, all students are expected to have read and thought about the material assigned for each day.

The procedures and the course schedule are subject to change though all effort has been taken to plan lectures according to the schedule given. In the spirit of continuous improvement, feedback and ideas on this course are welcomed. The expectation is that students spend an average of 7-9 hours per week on the course outside of class (approximately evenly split between reading/studying and assignments).

## Teaching Staff

**Associate Professor Tiru S Arthanari**

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**Course Coordinator and Teaching Assistants:**

TBA

## Learning Resources

The recommended text book for this course is **Russell & Taylor, Operations Management – Creating Value along the Supply Chain, John Wiley & Sons**. There is no Course book provided. However, lecture related materials and other reading articles will be available through **CANVAS** or handouts given in class when required.

## Assessment

Individual assignment 1	7.5%
Individual assignment 2	7.5%
Group project	15%
Mid semester test	20%
Final exam	<u>50%</u>
<b>Total</b>	<b>100%</b>

Each student will undertake two individual assignments and a group project. Electronic copies of assignments will be submitted by the student as per the instructions given. Late

assignments will receive a 5% penalty per (part or full) day late. Please note the material in the Undergraduate Handbook regarding Cheating and Plagiarism.

A 50-minute Mid-Semester test (worth 20% of the course grade) will be held during class. Time and venue will be as in the course schedule.

The projects will be presented by the groups in Week 11 and 12 in class. Guidelines for doing Group Project will be made available on CANVAS. All students are expected to be in class during the presentations and participate.

A 3-hour closed-book Final Examination (worth 50% of the course grade) will be conducted during exam week (date and time TBA). The exam will emphasise an integration of the concepts discussed in the course.

Note: Examinable material may include lecture notes and readings (including case studies) and class discussion.

To gain a pass for this course, students are required to achieve 50% or greater in the course.

Learning Outcome	Assignment 1	Assignment 2	Group project	Test	Final Exam
1	X		X	X	X
2	X		X	X	X
3		X	X	X	X
4		X	X		X
5		X	X		X
6		X	X		X
7		X	X		x

### **Inclusive Learning**

Students are urged to discuss privately any impairment-related requirements face- to-face and/or in written form with the course convenor/lecturer and/or tutor.

### **Student Feedback**

In this course student feedbacks are routinely used to change the design and delivery of the course. Students are also encouraged to know their learning styles and to use that knowledge to help the lecturer arrived at the right mix of the course delivery and class assessment methods. Student expectations are surveyed at the beginning of the course to shape the course delivery and emphasis. Student evaluations are a source of inspiration for continuously improving the course and be relevant to the stakeholders' expectations.