



**COURSE OUTLINE
and
SET OF COURSE**

Course : OPERATIONS MANAGEMENT

Code/credits : ED 351 / 3 SKS

**MANAGEMENT DEPARTMENT
FACULTY OF ECONOMICS
DIPONEGORO UNIVERSITY
SEMARANG**

COURSE OUTLINE

Course	:	OPERATIONS MANAGEMENT
Code / Credit	:	EM 351/ 3 Credit
Brief Description	:	The course discuss various aspect of Operations Management (OM) and its role in creating competitive advantage to win business competition
General Instructional Objectives (GIO)	:	After completing the course student will able to explain basic concept dan describe the firm operation (manufacture and service)

No	Specific Instructional Objectives (SIO)	Main Theme	Sub-Theme	Time Est.	References
1.	After completing the chapter, student should be able to explain the concept of Operations Management, the heritage of operations management, and the differences between goods and services	Overview of Operations Management and Role of OM in business	<ul style="list-style-type: none"> a. Operations Management b. Heritage of OM c. Operation System d. Relation of operation function and other business function e. Differences between goods and services 	150 min.	<ul style="list-style-type: none"> A. Heizer, Jay and Render, Barry, Operations Management, eight edition Prentice Hall, 2006 Chapter I page 1-12 B. Krajewski Lee J. and Ritzman, Larry P, Operations Management Strategy and Analysis, fifth edition, Addison Wesley, 1999 Chapter I page 1 - 10
2.	After completing the	Productivity and	a. Productivity Definition	150	A. Chapter 1 page 12-18

	chapter, student should be able to explain the productivity and its measurements, and the OM challenges in globalisation	Operations strategy in globalization	b. Productivity measurement c. Productivity Variables d. Productivity and the Service sector e. Ten strategic OM Decisions	min.	Chapter II page 26 - 47 B. Chapter II page 10 -37
3.	After completing the chapter, student should be able to explain the product life cycle and design of goods and services	Design of Goods and Services and Reliability	a. Product Life Cycle b. Generating New Products c. Product Development d. Issues for Product Design e. Service Design f. Product Reliability	150 min	A. Chapter 5 hal 153-180 B. Chapter
4.	After completing the chapter, student should be able to explain four process of strategy	Process Strategy :	- Four Process Strategy: a. Process Focus b. Repetitive Focus c. Product Focus d. Mass customization e. Comparison of Process Choices - Service Process Design	150 min	A. Chapter 7 page 249-272 B. Chapter 3 page 87 - 110
5.	After completing the chapter, student should be able to explain the capacity planning and capacity consideration	Capacity Planning	a. Capacity b. Design and Effective Capacity c. Capacity and Strategy d. Capacity consideration e. Managing Demand. f. Break Even Analysis.	150 min	A. Supplement 7 page 282-295 B. Chapter 8 page 300-324
6	After completing the chapter, student should be able to explain the	Location Strategies	a. The strategic importance of location b. Factors that affect location		A. Chapter 8 page 306-325 B. Chapter 9 page 360-

	objective of location strategy and describe the method of solving the location problem		<ul style="list-style-type: none"> c. Method of Evaluating Location Alternatives d. Service Location Strategy 		398
7	After completing the chapter, student should be able to explain how to achieve a good layout for the process facilities	Layout Strategy	<ul style="list-style-type: none"> a. The strategic importance of layout decisions b. Types of layout c. Office layout d. Retail layout e. Warehousing and storage layouts f. Fixed position layout g. Process oriented layout h. Work cells 	150 min	<ul style="list-style-type: none"> A. Chapter 8 page 306-325 B. Chapter 10 page 400-452
8	After completing the chapter, student should be able to explain the importance of quality and quality standard	Managing Quality	<ul style="list-style-type: none"> a. Defining quality b. Implication of Quality c. International Quality Standard 	150 min	<ul style="list-style-type: none"> A. Chapter 6 page 190-210 B. Chapter 6 page 212 - 242
9	After completing the chapter, student should be able to explain the function of inventory and basic inventory models	Inventory Management	<ul style="list-style-type: none"> a. Function of Inventory b. Inventory Management c. Inventory Models for Independent Demand 	150 min	<ul style="list-style-type: none"> A. Chapter 12 page 463-494 B. Chapter 13 page 543 - 552
10	After completing the chapter, student should be able to explain the inventory models for independent demand	Inventory Models for Independent Demand	<ul style="list-style-type: none"> a. Economic Order Quantity (EOQ) b. EOQ with Quantity Discount c. EOQ with Production Rate 		<ul style="list-style-type: none"> A. Chapter 12 page B. Chapter 13 page 553 - 579

11	After completing the chapter, student should be able to explain aggregate planning strategies in manufacture as well as in service	Aggregate Planning	<ul style="list-style-type: none"> a. The nature of aggregate planning b. Aggregate planning strategies c. Method for aggregate planning d. Aggregate planning in service 	150 min	<ul style="list-style-type: none"> A. Chapter 13 page 504-524 B. Chapter 14 page 595 - 634
12	After completing the chapter, student should be able to explain the short-term scheduling	Short-term Scheduling	<ul style="list-style-type: none"> a. The strategic Importance of short-term scheduling b. Scheduling process-focused facilities c. Scheduling repetitive facilities d. Scheduling services 	150 min	<ul style="list-style-type: none"> A. Chapter 15 page 573-596 B. Chapter 17 page 760-793
13	After completing the chapter, student should be able to explain maintenance and reliability	Maintenance and Reliability	<ul style="list-style-type: none"> a. The strategic importance of Reliability and Maintenance b. Reliability c. Maintenance 	150 min	<ul style="list-style-type: none"> A. Chapter 17 page 640-655 B. Chapter
14	After completing the chapter, student should be able to explain four ways of establishing labor standars	Work measurement	<ul style="list-style-type: none"> a. Labor standard and work measurement b. Historical Experience c. Time Studies d. Predetermined Time Standards e. Work sampling 	150 min	<ul style="list-style-type: none"> A. Supplement 10 page 401-420 B.

SET OF COURSE

Course : OPERATIONS MANAGEMENT

Code of Course : EM 351/ 3 Credit

Estimated times : 1 x 3 x 50 minutes

Session : 1

A. Objectives :

1. General instructional objective:

After completing the course student will able to explain basic concept dan describe the firm operation (manufacture and service).

2. Specific instructional objective:

After completing the chapter, student should be able to explain the concept of Operations Management (OM), the heritage of OM, and the differences between goods and services

B. Main Theme: Overview of Operations Management and Role of OM in business

C. Sub-Theme :

1. Operations Management
2. Heritage of OM
3. Operation System
4. Relation of operation function and other business function
5. Differences between goods and services

D. Learning Process:

Activities	Learning activities	Student activities	Media
Introduction	<ol style="list-style-type: none"> 1. Explain the overview of Operations Management 2. Explain the benefit of studying OM 	<ol style="list-style-type: none"> 1. Listening 2. Taking note 	OHT, OHP & whiteboard
Presentation	<ol style="list-style-type: none"> 1. Explain the definition of OM and the benefit studying OM 2. Explain the heritage of OM 3. Explain the operation system, traditionally and in globalization 4. Explain the relation of 	<ol style="list-style-type: none"> 1. Listening 2. Taking note 3. Asking the questions 	OHT, OHP & whiteboard

	operation function and other business function 5. Explain the Differences between goods and services		
Summarizing	1. Summarize the chapter 2. Giving question and/or discussion	1. Taking note 2. discussion	OHT, OHP & whiteboard

E. Evaluation:

Giving an examination by choosing one or more of the following question:

1. Why should one study OM?
2. Outlining the operation system of the following activities :
 - a. University
 - b. Post office
 - c. Restaurant

F. Task:

The class breaks into small groups. Each group is assigned to identify the operation system of manufacture and service activities.

G. References:

1. Heizer, Jay and Render, Barry, *Operations Management*, Eight Edition, Prentice Hall, 2006
2. Krajewski, Lee J. and Ritzman, Larry P, *Operations Management Strategy and Analysis*, fifth edition, Addison Wesley, 1999
3. Chase, Richard B., Aquilano, Nicholas J., and Jacobs, Robert F, *Production and Operations Management Manufacturing and Services*, Irwin McGraw-Hill, eight edition, 1998

SET OF COURSE

Course : OPERATIONS MANAGEMENT

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Estimated times : 1 x 3 x 50 minutes

Session : 2

A. Objectives :

1. General instructional objective:

After completing the course student will able to explain basic concept dan describe the firm operation (manufacture and service).

2. Specific instructional objective:

After completing the chapter, student should be able to explain the productivity and its measurements, and the OM challenges in globalisation

B. Main Theme: Productivity and Operations strategy in globalization

C. Sub-Theme :

1. Productivity Definition
2. Productivity measurement
3. Productivity Variables
4. Productivity and the Service sector

D. Learning Process:

Activities	Learning activities	Student activities	Media
Introduction	Explain the productivity challenge 3. Explain the definition of productivity	Listening Taking note	OHT, OHP & whiteboard
Presentation	Explain the Productivity measurement : single factor productivity and multifactor productivity Explain the productivity variables 3. Explain productivity and service sector	1. Listening 2. Taking note 3. Asking the questions	OHT, OHP & whiteboard
Summarizing	1. Summarize the chapter 2. Discussion	Taking note 3. Discussion	OHT, OHP & whiteboard

E. Evaluation:

Giving an examination by choosing one or more of the following question:

1. Name four areas that are significant to improving labor productivity?
2. What are the measurement problems that occur when one attempts to measure productivity
3. What are the five reasons why productivity is difficult to improve in the service sector?

F. Task:

The class breaks into small groups. Each group is assigned to measure productivity problems given by the lecture

G. References:

1. Heizer, Jay and Render, Barry, *Operations Management*, Eight Edition, Prentice Hall, 2006
2. Krajewski, Lee J. and Ritzman, Larry P, *Operations Management Strategy and Analysis*, fifth edition, Addison Wesley, 1999
3. Chase, Richard B., Aquilano, Nicholas J., and Jacobs, Robert F, *Production and Operations Management Manufacturing and Services*, Irwin McGraw-Hill, eight edition, 1998

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Estimated times : 1 x 3 x 50 minutes

Session : 3

A. Objectives :

1. General instructional objective:

After completing the course student will able to explain basic concept dan describe the firm operation (manufacture and service).

2. Specific instructional objective:

After completing the chapter, student should be able to explain the product life cycle and design of goods and services

B. Main Theme: Design of Goods and Services and Reliability

C. Sub-Theme :

1. Product Life Cycle
2. Generating New Products
3. Product Development
4. Issues for Product Design
5. Service Design
6. Product Reliability

D. Learning Process:

Activities	Learning activities	Student activities	Media
Introduction	<ol style="list-style-type: none"> 1. Explain the product strategy option support competitive advantage 2. Explain the global company profile 	<ol style="list-style-type: none"> 1. Listening 2. Taking note 	OHT, OHP & whiteboard
Presentation	<ol style="list-style-type: none"> 1. Explain the product life cycle 2. Explain the Generating New Products 3. Explain the Product Development 4. Explain the Issues for Product Design 	<ol style="list-style-type: none"> 1. Listening 2. Taking note 3. Asking the questions 	OHT, OHP & whiteboard

	5. Explain the Service Design 6. Explain the Product Reliability		
Summarizing	1. Summarize the chapter 2. Discussion	1. Taking note 2. Discussion	OHT, OHP & whiteboard

E. Evaluation:

Giving an examination by choosing one or more of the following question:

1. Why is it necessary to document a product explicitly?
2. What technique do we use to define a product?
3. In what ways is product strategy linked to product decision?

F. Task:

The class breaks into small groups. Each group discuss the process of design of goods and services.

G. References:

1. Heizer, Jay and Render, Barry, *Operations Management*, Eight Edition, Prentice Hall, 2006
2. Krajewski, Lee J. and Ritzman, Larry P, *Operations Management Strategy and Analysis*, fifth edition, Addison Wesley, 1999
3. Chase, Richard B., Aquilano, Nicholas J., and Jacobs, Robert F, *Production and Operations Management Manufacturing and Services*, Irwin McGraw-Hill, eight edition, 1998

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Estimated times : 1 x 3 x 50 minutes

Session : 4

A. Objectives :

General instructional objective:

After completing the course student will able to explain basic concept dan describe the firm operation (manufacture and service).

2. Specific instructional objective:

After completing the chapter, student should be able to explain four process of strategy

B. Main Theme: Process Strategy

C. Sub-Theme :

- Four Process Strategy
 1. Process Focus
 2. Repetitive Focus
 3. Product Focus
 4. Mass customization
 5. Comparison of Process Choices
- Service Process Design

D. Learning Process:

Activities	Learning activities	Student activities	Media
Introduction	1.Explain the global company profile 2.Explain the process strategy	1. Listening 2. Taking note	OHT, OHP & whiteboard
Presentation	Explain the process focus Explain the repetitive focus Explain the product focus Explain the mass customization Explain the comparison of process choices Explain the service process design	1. Listening 2. Taking note 3. Discussion	OHT, OHP & whiteboard

Summarizing	<ol style="list-style-type: none"> 1. Summarize the chapter 2. Giving question and/or discussion 		OHT, OHP & whiteboard
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E. Evaluation:

Giving an examination by choosing one or more of the following question:

1. What is process strategy?
2. What type of process is used for making each of the following products?
 - a. mineral water
 - b. wedding invitation
 - c. automobiles
 - d. paper

F. Task:

The class breaks into small groups. Each group discuss the implications of the process choose for some industries.

G. References:

1. Heizer, Jay and Render, Barry, *Operations Management*, Eight Edition, Prentice Hall, 2006
2. Krajewski, Lee J. and Ritzman, Larry P, *Operations Management Strategy and Analysis*, fifth edition, Addison Wesley, 1999
3. Chase, Richard B., Aquilano, Nicholas J., and Jacobs, Robert F, *Production and Operations Management Manufacturing and Services*, Irwin McGraw-Hill, eight edition, 1998

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Estimated times : 1 x 3 x 50 minutes

Session : 5

A. Objectives :

1. General instructional objective:

After completing the course student will able to explain basic concept dan describe the firm operation (manufacture and service).

2. Specific instructional objective:

After completing the chapter, student should be able to explain the concept of Operations Management (OM), the heritage of OM, and the differences between goods and services

B. Main Theme: Capacity Planning

C. Sub-Theme :

1. Capacity
2. Design and Effective Capacity
3. Capacity and Strategy
4. Capacity consideration
5. Managing Demand
6. Break Even Analysis

D. Learning Process:

Activities	Learning activities	Student activities	Media
Introduction	Explain the capacity strategy	Listening Taking note	OHT, OHP & whiteboard
Presentation	<ol style="list-style-type: none"> 1. Explain the definition of capacity 2. Explain the heritage of OM 3. Explain the operation system, traditionally and in globalization 4. Explain the relation of 	<ol style="list-style-type: none"> 1. Listening 2. Taking note 3. Discussion 	OHT, OHP & whiteboard

	operation function and other business function 5. Explain the Differences between goods and services		
Summarizing	1. Summarize the chapter 2. Giving question and/or discussion	1. Listening 2. Discussion	OHT, OHP & whiteboard

E. Evaluation:

Giving an examination by choosing one or more of the following question:

1. Distinguishing between design capacity and effective capacity
2. Where does the manager obtain data for break-even analysis?

F. Task:

The class breaks into small groups. Each group solve the assignment of capacity problem

G. References:

1. Heizer, Jay and Render, Barry, *Operations Management*, Eight Edition, Prentice Hall, 2006
2. Krajewski, Lee J. and Ritzman, Larry P, *Operations Management Strategy and Analysis*, fifth edition, Addison Wesley, 1999
3. Chase, Richard B., Aquilano, Nicholas J., and Jacobs, Robert F, *Production and Operations Management Manufacturing and Services*, Irwin McGraw-Hill, eight edition, 1998

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Estimated times : 1 x 3 x 50 minutes

Session : 6

A. Objectives :

1. General instructional objective:

After completing the course student will able to explain basic concept dan describe the firm operation (manufacture and service).

2. Specific instructional objective:

After completing the chapter, student should be able to explain the objective of location strategy and describe the method of solving the location problem

B. Main Theme: Location Strategies

C. Sub-Theme :

1. The strategic importance of location
2. Factors that affect location decisions
3. Method of Evaluating Location Alternatives
4. Service Location Strategy

D. Learning Process:

Activities	Learning activities	Student activities	Media
Introduction	Explain the strategic importance of location	Listening Taking note	OHT, OHP & whiteboard
Presentation	<ol style="list-style-type: none"> 1. Explain the factors that affect location decisions 2. Explain the method of Evaluating location alternatives 3. Explain the service location strategy 	Listening Taking note Asking the questions	OHT, OHP & whiteboard
Summarizing	<ol style="list-style-type: none"> 1. Summarize the chapter 2. Giving question and/or discussion 	Taking note discussion	OHT, OHP & whiteboard

E. Evaluation:

Giving an examination by choosing one or more of the following question:

1. What are the advantage and disadvantages of qualitative approach to location decision?
2. What factors affect region/community location decision?

F. Task:

The class breaks into small groups. Each group assigned to discuss the location problems in the book.

G. References:

1. Heizer, Jay and Render, Barry, *Operations Management*, Eight Edition, Prentice Hall, 2006
2. Krajewski, Lee J. and Ritzman, Larry P, *Operations Management Strategy and Analysis*, fifth edition, Addison Wesley, 1999
3. Chase, Richard B., Aquilano, Nicholas J., and Jacobs, Robert F, *Production and Operations Management Manufacturing and Services*, Irwin McGraw-Hill, eight edition, 1998

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Course : OPERATIONS MANAGEMENT

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Estimated times : 1 x 3 x 50 minutes

Session : 7

A. Objectives :

1. General instructional objective:

After completing the course student will able to explain basic concept dan describe the firm operation (manufacture and service).

2. Specific instructional objective:

After completing the chapter, student should be able to explain how to achieve a good layout for the process facilities

B. Main Theme: Layout Strategy

C. Sub-Theme :

1. The strategic importance of layout decisions
2. Types of layout
3. Office layout
4. Retail layout
5. Warehousing and storage layouts
6. Fixed position layout
7. Process oriented layout
8. Work cells

D. Learning Process:

Activities	Learning activities	Student activities	Media
Introduction	Explain the strategic importance of layout decision	Listening Taking note	OHT, OHP & whiteboard
Presentation	1.Explain the office layout 2.Explain the retail layout 3.Explain the warehousing layout 4.Explain the fixed position layout	Listening Taking note Asking the questions	OHT, OHP & whiteboard

	5. Explain th process layout 6. Explain work cell		
Summarizing	1. Summarize the chapter 2. Giving question and/or discussion	Taking note discussion	OHT, OHP & whiteboard

E. Evaluation:

Giving an examination by choosing one or more of the following question:

1. What is the strategic of layout plnning?

F. Task:

The class breaks into small groups. Each group assigned to solve layout problems from the OM book

G. References:

- 1 Heizer, Jay and Render, Barry, *Operations Management*, Eight Edition, Prentice Hall, 2006
2. Krajewski, Lee J. and Ritzman, Larry P, *Operations Management Strategy and Analysis*, fifth edition, Addison Wesley, 1999
3. Chase, Richard B., Aquilano, Nicholas J., and Jacobs, Robert F, *Production and Operations Management Manufacturing and Services*, Irwin McGraw-Hill, eight edition, 1998

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Course : **OPERATIONS MANAGEMENT**

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Estimated times : 1 x 3 x 50 minutes

Session : 8

A. Objectives :

1. General instructional objective:

After completing the course student will able to explain basic concept dan describe the firm operation (manufacture and service).

2. Specific instructional objective:

After completing the chapter, student should be able to explain the importance of quality and quality standard

B. Main Theme: Managing Quality

C. Sub-Theme :

1. Defining quality
2. Implication of Quality
3. International Quality Standard

D. Learning Process:

Activities	Learning activities	Student activities	Media
Introduction	Explain the quality strategy	Listening Taking note	OHT, OHP & whiteboard
Presentation	Explain the definition of quality Explain the implication of quality Explain the international quality standar	Listening Taking note Asking the questions	OHT, OHP & whiteboard
Summarizing	Summarize the chapter Giving question and/or discussion	Taking note discussion	OHT, OHP & whiteboard

E. Evaluation:

Giving an examination by choosing one or more of the following question:

1. Explain how higher quality can lead to lower cost
2. How can a university control the quality of its output?

F. Task:

The class divides into small groups. Each group discuss the case of quality in OM books

G. References:

- 1 Heizer, Jay and Render, Barry, *Operations Management*, Eight Edition, Prentice Hall, 2006
2. Krajewski, Lee J. and Ritzman, Larry P, *Operations Management Strategy and Analysis*, fifth edition, Addison Wesley, 1999
3. Chase, Richard B., Aquilano, Nicholas J., and Jacobs, Robert F, *Production and Operations Management Manufacturing and Services*, Irwin McGraw-Hill, eight edition, 1998

SET OF COURSE

Course : **OPERATIONS MANAGEMENT**

Code of Course : EM 351/ 3 Credit

Estimated times : 1 x 3 x 50 minutes

Session : 9

A. Objectives :

1. General instructional objective:

After completing the course student will able to explain basic concept dan describe the firm operation (manufacture and service).

2. Specific instructional objective:

After completing the chapter, student should be able to explain the function of inventory and basic inventory models

B. Main Theme: Inventory management

C. Sub-Theme :

1. Function of Inventory
2. Inventory Management
3. Inventory Models for Independent Demand

D. Learning Process:

Activities	Learning activities	Student activities	Media
Introduction	Explain the function of inventory	Listening Taking note	OHT, OHP & whiteboard
Presentation	1. Explain the inventory management: ABC Analysis, Record accuracy 2. Explain cost of inventory 3. Explain inventory models	Listening Taking note Asking the questions	OHT, OHP & whiteboard
Summarizing	1. Summarize the chapter 2. Giving question and/or discussion	Taking note discussion	OHT, OHP & whiteboard

E. Evaluation:

Giving an examination by choosing one or more of the following question:

F. Task:

The class divides into small groups. Each group solves the inventory problems from OM books

G. References:

- 1 Heizer, Jay and Render, Barry, *Operations Management*, Eight Edition, Prentice Hall, 2006
2. Krajewski, Lee J. and Ritzman, Larry P, *Operations Management Strategy and Analysis*, fifth edition, Addison Wesley, 1999
3. Chase, Richard B., Aquilano, Nicholas J., and Jacobs, Robert F, *Production and Operations Management Manufacturing and Services*, Irwin McGraw-Hill, eight edition, 1998

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Course : OPERATIONS MANAGEMENT

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Estimated times : 1 x 3 x 50 minutes

Session : 10

A. Objectives :

1. General instructional objective:

After completing the course student will able to explain basic concept dan describe the firm operation (manufacture and service).

2. Specific instructional objective:

After completing the chapter, student should be able to explain the inventory models for independent demand

B. Main Theme: Inventory Models for Independent Demand

C. Sub-Theme :

1. Economic Order Quantity (EOQ)
2. EOQ with Quantity Discount
3. EOQ with Poduction Rate

D. Learning Process:

Activities	Learning activities	Student activities	Media
Introduction	Explain the importance to determine optimum inventory	Listening Taking note	OHT, OHP & whiteboard
Presentation	1.Explain the EOQ 2.Explain the EOQ with quantity discount 3.Explain the EOQ with production rate	Listening Taking note Asking the questions	OHT, OHP & whiteboard
Summarizing	1. Summarize the chapter 2. Giving question and/or discussion	Taking note discussion	OHT, OHP & whiteboard

E. Evaluation:

Giving an examination by choosing one or more of the following question:

F. Task:

The class divides into small groups. Each group solves the inventory problems from OM books

G. References:

1. Heizer, Jay and Render, Barry, *Operations Management*, Eight Edition, Prentice Hall, 2006
2. Krajewski, Lee J. and Ritzman, Larry P, *Operations Management Strategy and Analysis*, fifth edition, Addison Wesley, 1999

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Estimated times : 1 x 3 x 50 minutes

Session : 11

A. Objectives :

1. General instructional objective:

After completing the course student will able to explain basic concept dan describe the firm operation (manufacture and service).

2. Specific instructional objective:

After completing the chapter, student should be able to explain aggregate planning strategies in manufacture as well as in service

B. Main Theme: Aggregate Planning

C. Sub-Theme :

1. The nature of aggregate planning
2. Aggregate planning strategies
3. Method for aggregate planning
4. Aggregate planning in service

D. Learning Process:

Activities	Learning activities	Student activities	Media
Introduction	Explain the nature of aggregate planning	Listening Taking note	OHT, OHP & whiteboard
Presentation	Explain the aggregate planning strategies Explain the method for aggregate planning Explain the aggregate planning in service	Listening Taking note Asking the questions	OHT, OHP & whiteboard
Summarizing	Summarize the chapter Giving question and/or discussion	Taking note discussion	OHT, OHP & whiteboard

E. Evaluation:

Giving an examination by choosing one or more of the following question:

F. Task:

The class divides into small groups. Each group

G. References:

1. Heizer, Jay and Render, Barry, *Operations Management*, Eight Edition, Prentice Hall, 2006
2. Krajewski, Lee J. and Ritzman, Larry P, *Operations Management Strategy and Analysis*, fifth edition, Addison Wesley, 1999
3. Chase, Richard B., Aquilano, Nicholas J., and Jacobs, Robert F, *Production and Operations Management Manufacturing and Services*, Irwin McGraw-Hill, eight edition, 1998

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Estimated times : 1 x 3 x 50 minutes

Session : 12

A. Objectives :

1. General instructional objective:

After completing the course student will able to explain basic concept dan describe the firm operation (manufacture and service).

2. Specific instructional objective:

After completing the chapter, student should be able to explain the short-term scheduling

B. Main Theme: Short-term Scheduling

C. Sub-Theme :

1. The strategic Importance of short-term scheduling
2. Scheduling process-focused facilities
3. Scheduling repetitive facilities
4. Scheduling services

D. Learning Process:

Activities	Learning activities	Student activities	Media
Introduction	Explain the strategic importance of short term scheduling	Listening Taking note	OHT, OHP & whiteboard
Presentation	Explain the scheduling process-focused facilities Explain the Scheduling repetitive facilities Explain the scheduling services	Listening Taking note Asking the questions	OHT, OHP & whiteboard
Summarizing	Summarize the chapter Giving question and/or discussion	Taking note Discussion	OHT, OHP & whiteboard

E. Evaluation:

Giving an examination by choosing one or more of the following question:

F. Task:

The class divides into small groups. Each group assigned to solve scheduling problems

G. References:

- 1 Heizer, Jay and Render, Barry, *Operations Management*, Eight Edition, Prentice Hall, 2006
2. Krajewski, Lee J. and Ritzman, Larry P, *Operations Management Strategy and Analysis*, fifth edition, Addison Wesley, 1999
3. Chase, Richard B., Aquilano, Nicholas J., and Jacobs, Robert F, *Production and Operations Management Manufacturing and Services*, Irwin McGraw-Hill, eight edition, 1998

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Estimated times : 1 x 3 x 50 minutes

Session : 13

A. Objectives :

1. General instructional objective:

After completing the course student will able to explain basic concept dan describe the firm operation (manufacture and service).

2. Specific instructional objective:

After completing the chapter, student should be able to explain maintenance and reliability

B. Main Theme: Maintenance and Reliability

C. Sub-Theme :

- a. The strategic importance of Reliability and Maintenance
- b. Reliability

Maintenance D. Learning Process:

Activities	Learning activities	Student activities	Media
Introduction	Explain the strategic importance of reliability Explain the strategic importance of maintenance	Listening Taking note	OHT, OHP & whiteboard
Presentation	Explain the reliability Explain the maintenance	Listening Taking note Asking the questions	OHT, OHP & whiteboard
Summarizing	1. Summarize the chapter 2. Giving question and/or discussion	g note sion	OHT, OHP & whiteboard

E. Evaluation:

Giving an examination by choosing one or more of the following question:

F. Task:

The class divides into small groups. Each group assigned to solve maintenance and reliability problems in the OM books.

G. References:

1. Heizer, Jay and Render, Barry, *Operations Management*, Eight Edition, Prentice Hall, 2006
2. Krajewski, Lee J. and Ritzman, Larry P, *Operations Management Strategy and Analysis*, fifth edition, Addison Wesley, 1999
3. Chase, Richard B., Aquilano, Nicholas J., and Jacobs, Robert F, *Production and Operations Management Manufacturing and Services*, Irwin McGraw-Hill, eight edition, 1998

SET OF COURSE

Course : OPERATIONS MANAGEMENT

Code of Course : EM 351/ 3 Credit

Estimated times : 1 x 3 x 50 minutes

Session : 14

A. Objectives :

1. General instructional objective:

After completing the course student will able to explain basic concept dan describe the firm operation (manufacture and service).

2. Specific instructional objective:

After completing the chapter, student should be able to explain four ways of establishing labor standars

B. Main Theme: Work Measurement

C. Sub-Theme :

- a. Labor standard and work measurement
- b. Historical Experience
- c. Time Studies
- d. Predetermined Time Standards
- e. Work sampling

D. Learning Process:

Activities	Learning activities	Student activities	Media
Introduction	Explain the strategy of work measurement	Listening Taking note	OHT, OHP & whiteboard
Presentation	Explain the labour standar Explain work measurement Explain time studies Explain the predetermined time standard Explain the work sampling	Listening Taking note Asking the questions	OHT, OHP & whiteboard
Summarizing	Summarize the chapter Giving question and/or discussion	Taking note discussion	OHT, OHP & whiteboard

E. Evaluation:

Giving an examination by choosing one or more of the following question:

F. Task:

The class breaks into small groups. Each group assigned to solve measurement problems from the OM books.

G. References:

1. Heizer, Jay and Render, Barry, *Operations Management*, Eight Edition, Prentice Hall, 2006
2. Krajewski, Lee J. and Ritzman, Larry P, *Operations Management Strategy and Analysis*, fifth edition, Addison Wesley, 1999
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