



**COURSE OUTLINE
and
SET OF COURSE**

Course : Seminar on Operations Management

Code/credits : EM 471 / 3 SKS

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COURSE OUTLINE

Subject : Seminar on Operations Management

Subject Code : EM 471 / 3 SKS

Brief Description : This subject will discuss about the foundation of Global Operation Management.

General Objectives : After finish this subject, students will have the ability to explain the global operation management concept and also the implementation in company/organization.

No	Specific Objectives	Topic of Discussion	Sub Topic of Discussion	Time Estimation	References
1.	After follow the class, student are hoped to understand the mean of <i>global operation foundation</i> .	Global Operation System	<ol style="list-style-type: none"> 1. Global competition in manufacturing industry 2. Information technology and communication 3. The role of manufacturing and technological innovation in an in 4. Difficulties in implementing innovations 	150 minutes	Flaherty M.T., <i>Global Operation</i> The McGraw-Hill Companies, In,1996 Brown Steve, <i>Strategic Manufacturing for Competitive Advantage</i> , Prentice Hall,1996 (chapter I)
2.	After follow the class, student are hoped to understand the importance	Operation Strategy	<ol style="list-style-type: none"> 1. Corporate strategy. 2. Operation strategy.. 3. Competitive priorities 	150 minutes	1. Flaherty M.T., <i>Global Operation</i> The McGraw-Hill Companies, In,1996 (chapter 2 hlm. 42)

	of operations strategy in entering global market.		and developed strategies.		<ul style="list-style-type: none"> 2. Brown Steve, <i>Strategic Manufacturing for Competitive Advantage</i>, Prentice Hall, 1996 (chapter 2 hlm 40) 3. Krajewski L.J and Larry P.Ritzman, <i>Operation Management process and value chains</i> Prentice Hall, 2005. (chapter 1&2)
3.	After follow the class, student can explain the relationship about planning and process development.	Design and Production Process Development.	<ul style="list-style-type: none"> 1. Identification 2. Document Process 3. Performance Evaluation Process 4. Implementation and Evaluation 	150 minutes	<ul style="list-style-type: none"> 1. Flaherty M.T., <i>Global Operation</i> The McGraw-Hill Companies, In, 1996 (ch.1) 2. Brown Steve, <i>Strategic Manufacturing for Competitive Advantage</i>, Prentice Hall, 1996 (ch.4) 3. Krajewski L.J and Larry P.Ritzman, <i>Operation Management process and value chains</i> Prentice Hall, 2005.(part 2) 4. Steveson William J, <i>Operations Management</i> McGraw-Hill Comp. 2002. (part 7)
4.	After follow the class, student are hoped to know, understand and explain how companies can concentrated in their resources to make a competence-based	Enterprise Resource Planning	<ul style="list-style-type: none"> 1. Making human resource, financial, production, supplier and market-based planning to achieve competitive advantage. 	150 minutes	<ul style="list-style-type: none"> 1. Foster, S Thomas, <i>Managing Quality: An Integrative Approach</i>, Prentice Hall:2000 2. Krajewski L.J and Larry P.Ritzman, <i>Operation Management process and value chains</i> Prentice Hall, 2005. (Part

	organization planning.		<ol style="list-style-type: none"> 2. Identify companies ability in technology in order to gain competitive advantage. 3. Making supplier evaluation. 		IV)
5.	After follow the class, student are hoped to know and understand about Global Quality.	International and Global Quality	<ol style="list-style-type: none"> 1. The definition about quality for multinational companies. 2. Quality development. 3. The relationship about culture and quality. 	150 minutes	<ol style="list-style-type: none"> 1. Flaherty M.T., <i>Global Operation</i> The McGraw-Hill Companies, In,1996. (Ch.3) 2. Brown Steve, <i>Strategic Manufacturing for Competitive Advantage</i>, Prentice Hall, 1996 (Ch.5) 3. Krajewski L.J and Larry P.Ritzman, <i>Operation Management</i> process and value chains Prentice Hall, 2005. (Part 4) 4. Steveson William J, <i>Operations Management</i> McGraw-Hill Comp. 2002. (Part 4) 5. Foster S Thomas , <i>Managing Quality an integrative approach</i>. Prentice Hall, 2001. (Ch 3)
6.	After follow the class, student are hoped to have the ability in managing an unique design project.	Project Management	<ol style="list-style-type: none"> 1. Uniqueness of a product 2. Limited processing time 3. Process scheduling 	150 minutes	<ol style="list-style-type: none"> 1. Flaherty M.T., <i>Global Operation</i> The McGraw-Hill Companies, In,1996 (Ch.5) 2. Brown Steve, <i>Strategic Manufacturing for Competitive Advantage</i>, Prentice Hall, 1996 3. Krajewski L.J and Larry

					<p>P.Ritzman, <i>Operation Management</i> process and value chains Prentice Hall, 2005. (Ch. 8)</p> <p>4. Steveson William J, <i>Operations Management</i> McGraw-Hill Comp. 2002. (Part 6)</p> <p>5. Foster S Thomas , <i>Managing Quality an integrative approach.</i> Prentice Hall. 2001 (Ch.11)</p>
7.	After follow the class, student are hoped to know and understand about Global Supply Chain Management.	Improving Global Supply Chain Performance	<ol style="list-style-type: none"> 1. Supply chain definition 2. Global & Domestic Supply Chain 3. Obstacles in global supply chain implementation 	150 minutes	<p>Flaherty M.T., <i>Global Operation</i> The McGraw-Hill Companies, In,1996 Brown Steve, <i>Strategic Manufacturing for Competitive Advantage.</i> Prentice Hall, 1996 (chapter 4)</p>
8.	Students can practice in leading a class discussion and to defend their arguments with rational reason.	The Role of Operation Strategy in making a competitive advantage.		150 minutes	
9.	To increase student's self-confidence when giving their opinion in a forum, and to make student more understand about Japanese Production Theory.	Japanese Production Theory	<ol style="list-style-type: none"> 1. Japanese Production Theory Development. 2. Differences about Western Production Theory and Japanese Production Theory. 	150 minutes	
10.	To increase student's self-confidence when speaking	Customized Product	<ol style="list-style-type: none"> 1. The development of customization. 	150 minutes	

	in a forum, also to make student understand about the importance of customization.		2. Differences between customized product and mass product.		
11.	Encourage students to speak in a forum, and to make students more understand about Total Productive Maintenance.	Total productive maintenance	1. The development of Maintenance Model. 2. The difference about preventive maintenance and Total productive maintenance. 3. Six Big Losses.	150 minutes	
12.	Encourage students to speak in a forum and to make students more understand about the effect of environmental change to the operation strategy.	Effect of Environment to the Operations Strategy	1. The effect of environmental change to the operations strategy. 2. The importance of concept of fit between company strategy and environmental change.	150 minutes	
13.	Encourage students to speak in a forum and make the students more understand about the effect of operation strategy dimensions for the service industry.	The Effect of Operations Strategy Dimensions to Service Industry.	1. The differences about operation strategy in manufacturing industries and services industries. 2. The importance of managing the operations strategy in those two sectors.	150 minutes	
14.	Encourage students to	Global Supply Chain	1. The development of	150	

	speaking in a forum and also to make the students more understand about Global Supply Chain Management topics.	Management	SCM. 2. The performance improvement in global supply chain network.	minutes	
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SET OF COURSE

Subject : Seminar on Operations Management
 Subject Code : EM 471
 Time of Course : 150 minutes
 No. of Course : 1

A. Objectives :

1. General Objective:

After follow the class, student are hoped to understand the mean of *global operation foundation*.

2. Specific Objectives:

- a. To explain the role of communication and information technology toward global operation.
- b. To explain the role of manufacturing and technological innovation as requirements toward global operation.
- c. To explain the obstacles and difficulties in implementing manufacturing technological innovation.

B. Topic of Discussion : Global Operation System

- C. Sub Topic of Discussion** :
1. Global competition in manufacturing industry.
 2. Information technology and communication
 3. The role of manufacturing and technological innovation in an industry.
 4. Difficulties in implementing innovations.

D. Teaching and Learning Activities

Set of Activities	Lecturer Activities	Student Activities	Media
Introduction	<ol style="list-style-type: none"> 1. Explain the role of global operation. 2. Explain the innovation role in several operations fields. 3. Explain the importance of manufacturing technological innovations. 4. To explain the problems 	<ol style="list-style-type: none"> 1. Listen 2. Make a note 3. Asking and criticizing 	OHT, OHP & whiteboard

	faced in implementing innovations.		
Serving	<ol style="list-style-type: none"> 1. Innovation based on the priority/scale of need. 2. Innovation as the main need. 3. Globalization demand in industry. 4. Difficulties in implementing innovation. 		OHT, OHP & whiteboard
Closing	<ol style="list-style-type: none"> 1. Making summary 2. Making question 		OHT, OHP & whiteboard

E. Evaluation:

Giving a test to monitor how much student can be understand by the student.

F. Task:

1. Reading the material for the next session.
2. Making summary and question for this session.

F. References:

1. Flaherty M.T., *Global Operation* The McGraw-Hill Companies, In,1996
Brown Steve, *Strategic Manufacturing for Competitive Advantage*, Prentice Hall,1996 (chapter I)

SET OF COURSE

Subject : Seminar on Operations Management
 Subject Code : EM 471
 Time of Course : 150 minutes
 No. of Course : 2

A. Objectives :

1. General Objective:

After follow the class, student are hoped to understand the importance of operations strategy in entering global market.

2. Specific Objectives:

- a. Corporate strategy.
- b. Operation strategy..
- c. Competitive priorities and developed strategies.

B. Topic of Discussion : Operation Strategies

C. Sub Topic of Discussion :

1. Corporate strategy.
2. Operation strategy.
3. Competitive priorities and developed strategies

D. Teaching and Learning Activities

Set of Activities	Lecturer Activities	Student Activities	Media
Introduction	<ol style="list-style-type: none"> 1. Explain the role of corporate strategy as the foundation in making operation strategy. 2. Explain the relationship between operation strategy and competitive . 	<ol style="list-style-type: none"> 1. Listen 2. Make a note 3. Criticize and discuss. 	OHT, OHP & whiteboard
Serving	<ol style="list-style-type: none"> 1. Diagram and. 2. Table 		OHT, OHP & whiteboard
Closing	<ol style="list-style-type: none"> 1. Making summary with diagram form 2. Making short case study. 		OHT, OHP & whiteboard

E. Evaluation:

QUIZ

F. Task:

1. Reading the material for the next session.
2. Make a case study about operation strategy.

F. References:

1. Flaherty M.T., *Global Operation* The McGraw-Hill Companies, In,1996 (chapter 2 hlm. 42)
2. Brown Steve, *Strategic Manufacturing for Competitive Advantage*, **Prentice Hall**,1996 (chapter 2 hlm 40)
3. Krajewski L.J and Larry P.Ritzman, *Operation Management process and value chains* Prentice Hall, 2005. (chapter 1&2)

SET OF COURSE

Subject : Seminar on Operations Management
 Subject Code : EM 471
 Time of Course : 150 minutes
 No. of Course : 3

A. Objectives :

1. General Objective:

After follow the class, student can explain the relationship about planning and process development.

2. Specific Objectives:

- a. To explain process identification for process development.
- b. Preparing process document for process development.
- c. Making Performance Evaluation Process.
- d. Implementation simulation and evaluation about the difficulties faced.

B. Topic of Discussion : Design and Production Process Development.

C. Sub Topic of Discussion : 1. Identification.
 2. Document Process.
 3. Performance Evaluation Process.
 4. Implementation and Evaluation.

D. Teaching and Learning Activities

Set of Activities	Lecturer Activities	Student Activities	Media
Introduction	<ol style="list-style-type: none"> 1. Explain the importance of identification as the first step in process. 2. Explain the role of the document. 3. Explain the role of process performance before implementation action. 4. Implementation simulation. 	<ol style="list-style-type: none"> 1. Listen and make a note 2. Criticize 3. Simulation 	OHT, OHP & whiteboard
Serving	<ol style="list-style-type: none"> 1. Giving diagram about the scope of process 		OHT, OHP & whiteboard

	development. 2. Giving an example how to do an evaluation. 3. Simulation about process development.		
Closing	1. Making summary and analyzing the simulation. 2. Criticize		OHT, OHP & whiteboard

E. Evaluation:

Criticizing the evaluation output..

F. Task:

1. Reading the material for the next session.
2. Making simulation (in group).

F. References:

1. Flaherty M.T., *Global Operation* The McGraw-Hill Companies, In,1996 (ch.1)
2. Brown Steve, *Strategic Manufacturing for Competitive Advantage*, Prentice Hall, 1996 (ch.4)
3. Krajewski L.J and Larry P.Ritzman, *Operation Management process and value chains* Prentice Hall, 2005.(part 2)
4. Steveson William J, *Operations Management* McGraw-Hill Comp. 2002. (part 7)

SET OF COURSE

Subject : Seminar on Operations Management
 Subject Code : EM 471
 Time of Course : 150 minutes
 No. of Course : 4

A. Objectives :

1. General Objective:

After follow the class, student are hoped to know, understand and explain how companies can concentrated in their resources to make a competence-based organization planning.

2. Specific Objectives:

- a. Making human resource, financial, production, supplier and market-based planning to achieve competitive advantage.
- b. Identify companies ability in technology in order to gain competitive advantage.
- c. Making supplier evaluation.

B. Topic of Discussion : Enterprise Resource Planning

C. Sub Topic of Discussion : 1. Technology as competitive advantage.
 2. The concept of fit between strategy and competitive advantage.
 3. Technological management.

D. Teaching and Learning Activities

Set of Activities	Lecturer Activities	Student Activities	Media
Introduction	1. Explain the organization's resources as the foundation in making plan. 2. Explain the role of technology in making plan. 3. Explain the supplier evaluation process.	1. Listen 2. Criticize 3. Discussion	OHT, OHP & whiteboard
Serving	1. Diagram 2. Task 3. Simulation.		OHT, OHP & whiteboard

Closing	1. Making summary and explain the enterprise resource planning process		OHT, OHP & whiteboard
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E. Evaluation:

Open test / QUIZ.

F. Task:

1. Reading the material for the next session.
2. Making short summary about the material that will be discussed in the next session.

F. References:

1. Foster, S Thomas, *Managing Quality: An Integrative Approach*, Prentice Hall:2000
2. Krajewski L.J and Larry P.Ritzman, *Operation Management process and value chains* Prentice Hall, 2005. (Part IV)

SET OF COURSE

Subject : Seminar on Operations Management
 Subject Code : EM 471
 Time of Course : 150 minutes
 No. of Course : 5

A. Objectives :

1. General Objective:

After follow the class, student are hoped to know and understand about Global Quality.

2. Specific Objectives:

- a. To know and understand about Global Quality for multinational firm.
- b. Know and understand about quality improvement.
- c. Realize the importance of cultural effect on item quality.

B. Topic of Discussion : International and Global Quality

C. Sub Topic of Discussion

1. The definition about quality for multinational companies.
2. Quality development.
3. The relationship about culture and quality.

D. Teaching and Learning Activities

Set of Activities	Lecturer Activities	Student Activities	Media
Introduction	<ol style="list-style-type: none"> 1. Explain the role of quality as the first step in entering the international market. 2. Explain the quality improvements steps. 3. The role of culture in supporting quality improvements activities. 	<ol style="list-style-type: none"> 1. Listen 2. Make a note 3. Asking 	OHT, OHP & whiteboard
Serving	<ol style="list-style-type: none"> 1. Making students and playing some role in criticizing the operational definition about quality. 2. Quality simulation. 		OHT, OHP & whiteboard

Closing	1. Making summary 2. Making abstract		OHT, OHP & whiteboard
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E. Evaluation:

Test to monitor student's rationalization abilities.

F. Task:

1. Reading the material for the next session.
2. Making short summary about the subject.

F. References:

1. Flaherty M.T., *Global Operation* The McGraw-Hill Companies, In,1996. (Ch.3)
2. Brown Steve, *Strategic Manufacturing for Competitive Advantage*,Prentice Hall,1996 (Ch.5)
3. Krajewski L.J and Larry P.Ritzman, *Operation Management* process and value chains Prentice Hall, 2005. (Part 4)
4. Steveson William J, *Operations Management* McGraw-Hill Comp. 2002. (Part 4)
5. Foster S Thomas , *Managing Quality* an integrative approach. Prentice Hall, 2001. (Ch 3)

SET OF COURSE

Subject : Seminar on Operations Management
 Subject Code : EM 471
 Time of Course : 150 minutes
 No. of Course : 6

A. Objectives :

1. General Objective:

After follow the class, student are hoped to have the ability in managing an unique design project.

2. Specific Objectives:

- a. Students understand about the existence of unique product.
- b. Students can recognize the uniqueness of a process.
- c. Student can learn to manage processing time.

B. Topic of Discussion : Project Management

C. Sub Topic of Discussion : 1 Uniqueness of a product
 2. Limited processing time.
 3. Process scheduling.

D. Teaching and Learning Activities

Set of Activities	Lecturer Activities	Student Activities	Media
Introduction	1. Explain about the uniqueness of an order. 2. Explain about the importance of time setting so the project can be finished on time. 3. Explain about time schedule.	1. Pay an attention 2. Asking 3. Small discussion	OHT, OHP & whiteboard
Serving	1. Using picture and graphic. 2. Simulation.		OHT, OHP & whiteboard
Closing	1. Students are hoped to make a simulation with simple		OHT, OHP & whiteboard

	example.		
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E. Evaluation:

Students are asked to evaluate the simulation.

F. Task:

1. Reading the material for the next session
2. Students/group prepare/search academic journal through the internet or CD ROM. The journal will be discussed in the class discussion (Session 8,9,10,11,12,13,140).

F. References:

1. Flaherty M.T., *Global Operation* The McGraw-Hill Companies, In,1996 (Ch.5)
2. Brown Steve, *Strategic Manufacturing for Competitive Advantage*, Prentice Hall, 1996
3. Krajewski L.J and Larry P.Ritzman, *Operation Management* process and value chains Prentice Hall, 2005. (Ch. 8)
4. Steveson William J, *Operations Management* McGraw-Hill Comp. 2002. (Part 6)
5. Foster S Thomas , *Managing Quality an integrative approach*. Prentice Hall. 2001 (Ch.11)

SET OF COURSE

Subject : Seminar on Operations Management
 Subject Code : EM 471
 Time of Course : 150 minutes
 No. of Course : 7

A. Objectives :

1. General Objective:

After follow the class, student are hoped to know and understand about Global Supply Chain Management.

2. Specific Objectives:

- a. Students understand about SCM global system.
- b. Students can understand the benefit gained from SCM implementation.
- c. Students can make a SCM-based simulation practice.

B. Topic of Discussion : Improving Global Supply Chain Management

C. Sub Topic of Discussion :

1. Supply chain definition
2. Global & Domestic Supply Chain
3. Obstacles in global supply chain implementation

D. Teaching and Learning Activities

Set of Activities	Lecturer Activities	Student Activities	Media
Introduction	<ol style="list-style-type: none"> 1. Explain about Supply Chain Management 2. Explain the differences about Global & Domestic SCM 3. Explain about the difficulties and obstacles in implementing SCM. 	<ol style="list-style-type: none"> 1. Pay an attention 2. Asking 3. Small discussion 	OHT, OHP & whiteboard
Serving	<ol style="list-style-type: none"> 1. Figure and Graphic 2. Simulation 		OHT, OHP & whiteboard
Closing	<ol style="list-style-type: none"> 1. Students are hoped to make their own SCM simulation with simple examples. 		OHT, OHP & whiteboard

E. Evaluation:

Students are asked to evaluate the simulation.

F. Task:

1. Reading the material for the next chapter

F. References:

1. Flaherty M.T., *Global Operation* The McGraw-Hill Companies, In,1996 (Ch.5)

SET OF COURSE

Subject : Seminar on Operations Management
Subject Code : EM 471
Time of Course : 150 minutes
No. of Course : 8

A. Objectives :

1. General Objective:

Students can practice in leading a class discussion and to defend their arguments with rational reason.

2. Specific Objectives:

- a. Building a solid team
- b. Learn to respect someone else argument.
- c. Eliminate shy feeling, and *stage-phobia* when talking in a forum.
- d. To improve student's internet ability

B. Topic of Discussion : The Role of Operation Strategy in making a competitive advantage.

SET OF COURSE

Subject : Seminar on Operations Management

Subject Code : EM 471

Time of Course : 150 minutes

No. of Course : 9

A. Objectives :

1. General Objective:

To increase student's self-confidence when giving their opinion in a forum, and to make student more understand about Japanese Production Theory.

2. Specific Objectives:

- a. To understand about Japanese Production Theory Development.
- b. To understand the differences about Western Production Theory and Japanese Production Theory..
- c. Students can gain additional knowledge through the internet.
- d. Building a solid networking activity.

B. Topic of Discussion : Japanese Production Theory

SET OF COURSE

Subject : Seminar on Operations Management
Subject Code : EM 471
Time of Course : 150 minutes
No. of Course : 10

A. Objectives :

General Objective:

To increase student's self-confidence when speaking in a forum, also to make student understand about the importance of customization.

Specific Objectives:

1. To understand about customization development.
2. Student can know and understand about the differences between customized product and mass product.

B. Topic of Discussion : Customized Product

SET OF COURSE

Subject : Seminar on Operations Management
Subject Code : EM 471
Time of Course : 150 minutes
No. of Course : 11

A. Objectives :

General Objective:

Encourage students to speak in a forum, and to make students more understand about Total Productive Maintenance.

Specific Objectives:

1. Understanding the development of Maintenance Model.
2. Students understand between the difference about preventive maintenance and Total productive maintenance.
3. Students can evaluate Six Big Losses.

B. Topic of Discussion : Total Productive Maintenance

SET OF COURSE

Subject : Seminar on Operations Management

Subject Code : EM 471

Time of Course : 150 minutes

No. of Course : 12

A. Objectives :

General Objective:

Encourage students to speak in a forum and to make students more understand about the effect of environmental change to the operation strategy.

Specific Objectives:

1. To understand the effect of environmental change to the operations strategy.
2. Students can know and understand about the importance of concept of fit between company strategy and environmental change.

B. Topic of Discussion : The Effect of Environment to the Operations Strategy.

SET OF COURSE

Subject : Seminar on Operations Management
Subject Code : EM 471
Time of Course : 150 minutes
No. of Course : 13

A. Objectives :

General Objective:

Encourage students to speak in a forum and make the students more understand about the effect of operation strategy dimensions for the service industry.

Specific Objectives:

1. To understand the differences about operation strategy in manufactur industries and services industries.
2. To know and understand about the importance of managing the operations strategy in those two sectors.

B. Topic of Discussion : The Effect of Operations Strategy Dimensions fo Service Industry.

SET OF COURSE

Subject : Seminar on Operations Management

Subject Code : EM 471

Time of Course : 150 minutes

No. of Course : 14

A. Objectives :

General Objective:

Encourage students to speak in a forum and also to make the students more understand about Global Supply Chain Management topics.

Specific Objectives:

1. Students can understand about the development of SCM.
2. Student can analyze the performance improvement in global supply chain network.

B. Topic of Discussion : Global Supply Chain Management