COURSE OUTLINE
and
SET OF COURSE

Course: Seminar on Operations Management
Code/credits: EM 471 / 3 SKS

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FAKULTAS EKONOMI UNIVERSITAS
DIPONEGORO
SEMARANG
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.

<table>
<thead>
<tr>
<th>No</th>
<th>Specific Objectives</th>
<th>Topic of Discussion</th>
<th>Sub Topic of Discussion</th>
<th>Time Estimation</th>
<th>References</th>
</tr>
</thead>
</table>
| 1. | After follow the class, student are hoped to understand the mean of global operation foundation. | Global Operation System | 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., *Global Operation*  
The McGraw-Hill Companies, In,1996  
| 2. | After follow the class, student are hoped to understand the importance | Operation Strategy | 1. Corporate strategy.  
2. Operation strategy..  
3. Competitive priorities | 150 minutes | Flaherty M.T., *Global Operation*  
The McGraw-Hill Companies, In,1996 (chapter 2 hlm. 42) |
<p>| | | | |</p>
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</table>
| 3. | After follow the class, student can explain the relationship about planning and process development. | Design and Production Process Development. | 1. Identification  
2. Document Process  
3. Performance Evaluation Process  
4. Implementation and Evaluation |
<p>|   |   |   | 150 minutes |
| 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 | 1. Making human resource, financial, production, supplier and market-based planning to achieve competitive advantage. |
|   |   |   | 150 minutes |</p>
<table>
<thead>
<tr>
<th></th>
<th>organization planning.</th>
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</thead>
</table>
| 5. | After follow the class, student are hoped to know and understand about Global Quality. | International and Global Quality | 1. The definition about quality for multinational companies.  
2. Quality development.  
3. The relationship about culture and quality. | 150 minutes | 1. Flaherty M.T., Global Operations: The McGraw-Hill Companies, In, 1996. (Ch.3)  
2. Brown Steve, Strategic Manufacturing for Competitive Advantage, Prentice Hall, 1996 (Ch.5)  
5. Foster S Thomas, Managing Quality an integrative approach. 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 | 1. Uniqueness of a product  
2. Limited processing time  
3. Process scheduling | 150 minutes | 1. Flaherty M.T., Global Operations: The McGraw-Hill Companies, In, 1996 (Ch.5)  
5. Foster S Thomas, Managing Quality an integrative approach. Prentice Hall, 2001. (Ch 3) |
|   | 7. After follow the class, student are hoped to know and understand about Global Supply Chain Management. | Improving Global Supply Chain Performance | 1. Supply chain definition  
2. Global & Domestic Supply Chain  
3. Obstacles in global supply chain implementation | 150 minutes | Flaherty M.T., *Global Operation*  
The McGraw-Hill Companies, In,1996  
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<tbody>
<tr>
<td></td>
<td>8. Students can practice in leading a class discussion and to defend their arguments with rational reason.</td>
<td>The Role of Operation Strategy in making a competitive advantage.</td>
<td></td>
<td>150 minutes</td>
<td></td>
</tr>
</tbody>
</table>
2. Differences about Western Production Theory and Japanese Production Theory. | 150 minutes | |
<p>|   | 10. To increase student's self-confidence when speaking | Customized Product | 1. The development of customization. | 150 minutes | |</p>
<table>
<thead>
<tr>
<th></th>
<th>Activity Description</th>
<th>Topic/Topic/Comments</th>
<th>Duration</th>
</tr>
</thead>
</table>
| 11 | Encourage students to speak in a forum, and to make students more understand about 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. | 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. | 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 |
<p>| 14 | Encourage students to speak in a forum, and to make students more understand about the importance of customization. | 1. The development of ..... | 150 minutes |</p>
<table>
<thead>
<tr>
<th>speak in a forum and also to make the students more understand about Global Supply Chain Management topics.</th>
<th>Management</th>
<th>SCM.</th>
<th>minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. The performance improvement in global supply chain network.</td>
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</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Set of Activities</th>
<th>Lecturer Activities</th>
<th>Student Activities</th>
<th>Media</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>1. Explain the role of global operation.</td>
<td>1. Listen</td>
<td>OHT, OHP &amp; whiteboard</td>
</tr>
<tr>
<td></td>
<td>2. Explain the innovation role in several operations fields.</td>
<td>2. Make a note</td>
<td></td>
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<tr>
<td></td>
<td>3. Explain the importance of manufacturing technological innovations.</td>
<td>3. Asking and criticizing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. To explain the problems</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Serving      | 1. Innovation based on the priority/scale of need.  
|             | 2. Innovation as the main need.  
|             | 4. Difficulties in implementing innovation. | OHT, OHP & whiteboard |
| Closing     | 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:**

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

<table>
<thead>
<tr>
<th>Set of Activities</th>
<th>Lecturer Activities</th>
<th>Student Activities</th>
<th>Media</th>
</tr>
</thead>
</table>
| Introduction      | 1. Explain the role of corporate strategy as the foundation in making operation strategy.  
|                   | 2. Explain the relationship between operation strategy and competitive. | 1. Listen 
|                   |                                | 2. Make a note  
|                   |                                | 3. Criticize and discuss. | OHT, OHP & whiteboard |
| Serving           | 1. Diagram and. 
|                   | 2. Table | | OHT, OHP & whiteboard |
| Closing           | 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)
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.
   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.

D. Teaching and Learning Activities

<table>
<thead>
<tr>
<th>Set of Activities</th>
<th>Lecturer Activities</th>
<th>Student Activities</th>
<th>Media</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>1. Explain the importance of identification as the first step in process.</td>
<td></td>
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<tr>
<td></td>
<td>2. Explain the role of the document.</td>
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<td></td>
<td>3. Explain the role of process performance before implementation action.</td>
<td></td>
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<td></td>
<td>4. Implementation simulation.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Serving</td>
<td>1. Giving diagram about the scope of process</td>
<td></td>
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</tbody>
</table>

| 1. Listen and make a note |
| 2. Criticize |
| 3. Simulation |

OHT, OHP & whiteboard
<table>
<thead>
<tr>
<th></th>
<th>development.</th>
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</thead>
<tbody>
<tr>
<td>2.</td>
<td>Giving an example how to do an evaluation.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Simulation about process development.</td>
<td></td>
</tr>
</tbody>
</table>

**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.

**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)
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

<table>
<thead>
<tr>
<th>Set of Activities</th>
<th>Lecturer Activities</th>
<th>Student Activities</th>
<th>Media</th>
</tr>
</thead>
</table>
| 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 |

**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:**


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

<table>
<thead>
<tr>
<th>Set of Activities</th>
<th>Lecturer Activities</th>
<th>Student Activities</th>
<th>Media</th>
</tr>
</thead>
</table>
| Introduction      | 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. | 1. Listen  
2. Make a note  
3. Asking | OHT, OHP & whiteboard |
| Serving           | 1. Making students and playing some role in criticizing the operational definition about quality.  
2. Quality simulation. |  | OHT, OHP & whiteboard |
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:
2. Brown Steve, *Strategic Manufacturing for Competitive Advantage*, Prentice Hall, 1996 (Ch.5)
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.

D. Teaching and Learning Activities

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

<table>
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<tr>
<th>Set of Activities</th>
<th>Lecturer Activities</th>
<th>Student Activities</th>
<th>Media</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>1. Explain about Supply Chain Management</td>
<td>1. Pay an attention</td>
<td>OHT, OHP &amp; whiteboard</td>
</tr>
<tr>
<td></td>
<td>2. Explain the differences about Global &amp; Domestic SCM</td>
<td>2. Asking</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Explain about the difficulties and obstacles in implementing SCM.</td>
<td>3. Small discussion</td>
<td></td>
</tr>
<tr>
<td>Serving</td>
<td>1. Figure and Graphic</td>
<td></td>
<td>OHT, OHP &amp; whiteboard</td>
</tr>
<tr>
<td></td>
<td>2. Simulation</td>
<td></td>
<td></td>
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<tr>
<td>Closing</td>
<td>1. Students are hoped to make their own SCM simulation with simple examples.</td>
<td></td>
<td>OHT, OHP &amp; whiteboard</td>
</tr>
</tbody>
</table>
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.

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.

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