

Global Learning Semesters

Course Syllabus

Course: MBA-670 Operations & Quality Management

Department: MBA

Host Institution: University of Nicosia, Nicosia, Cyprus



Course Summary		
Course Code	Course Title	Recommended Credit Hours
MBA-670	Operations & Quality Management	3.7
Semester Offered	Contact Hours	Prerequisites
Spring	42	None
Department	Level of Course	Language of Instruction
MBA	Upper Division	English

Course Description

Basic Concepts in Operations Quality, Product and Service Design, Forecasting Process, Planning Capacity Management, Facility Planning, Workforce Management, Supply Chain Management, Project Management

Instructor

Dr. Panayiotis Laghos

Course Aims and Objectives

The objectives of this subject are to provide the students with an understanding of the role of operation manager in an organization, and to illustrate how an organization can get a competitive advantage in the marketplace through greater productivity, lower costs, quicker response, predictable deliveries, and better quality.

Teaching Methods

The course is delivered through a mixture of lectures, tutorials and practical exercises and assignments.

Course Teaching Hours

42 hours (lectures/presentations). The course is delivered during the spring semester in 14-weeks (3 hours/week).

Evaluation and Grading

Homework: 15%
Mid-Term: 40%
Final Exam: 40%
Participation 5%

Readings and Resources

Required Textbook

Russell, Roberta S. and Taylor, Bernard W., Operations Management: focusing on quality and competitiveness, 3rd ed., Prentice-Hall, 1999 ISBN 013013923

Recommended Reading

- Dyer, Jeffrey H., How Chrysler Created an American Keiretzu, Harvard Business Review, Boston: Vol. 74 (1996), Iss. 4 (Jul/Aug), p. 42
- Quinn, James Brian, Doorley, Thomas L. and Paquette, Penny C., Beyond Products: service-based strategy, Harvard Business Review, Boston: Vol. 68 (1990), Iss. 2 (Mar/Apr), p. 58