

SUBJECT TEACHING GUIDE

G917 - Operations Management

DOUBLE DEGREE IN ADMINISTRATION AND BUSINESS MANAGEMENT AND ECONOMICS

Degree in Business Administration and Management First Degree in Business Administration and Management

Academic year 2024-2025

1. IDENTIFYING DATA					
Degree	DOUBLE DEGREE IN ADMINISTRATION AND BUSINESS MANAGEMENT AND ECONOMICS Degree in Business Administration and Management First Degree in Business Administration and Management			Type and Year	Optional. Year 5 Optional. Year 3
Faculty	Faculty of Economics and Business Studies				
Discipline	Subject Area: Further Operations				
Course unit title and code	G917 - Operations Management				
Number of ECTS credits allocated	6	Term	Semester based (1)		
Web					
Language of instruction	Spanish	English Friendly	No	Mode of delivery	Face-to-face

Department	DPTO. ADMINISTRACION DE EMPRESAS
Name of lecturer	ANA MARIA SERRANO BEDIA
E-mail	ana.serrano@unican.es
Office	Edificio de las Facultades de Derecho y Ciencias Económicas y Empresariales. Planta: + 2. DESPACHO (E214)
Other lecturers	GEMA GARCIA PIQUERES MARTA PEREZ PEREZ

3.1 LEARNING OUTCOMES

- Being able to identify the problems in the operations area of a company
- Being able to identify operation decisions differentiating between long and short term , based on its strategic or operational nature
- Identifying different alternatives for the design of the quality management system of a company
- Designing a quality management system focused to results and continuous improvement
- Identifying the problems associated with the production planning of a company, integrating aspects related to products, resources and objectives
- Being able to propose alternative production programs consistent with the objectives of the company.
- Being able to select the best production system

4. OBJECTIVES

Identifying the problems in the operations area of a company in actual competitive environment
Identifying relevant decisions at the operational level in the operations area of a company
Being able to propose a quality management system for the operations area of a company
Being able to propose and select the production program of a company according to its objectives.

6. SUBJECT PROGRAM

CONTENTS

1	T-1 Approaches to quality management T-2 Inspection and quality control T-3 Quality assurance systems T-4 Total quality management
2	T-5 Operations planning and control T-6 Aggregate planning and master production scheduling T-7 Short-term operations planning and control T-8 Supply Chain Management

7. ASSESSMENT METHODS AND CRITERIA				
Description	Type	Final Eval.	Reassessn	%
Partial Exam (T1-T2)	Written exam	No	Yes	20,00
Partial Exam (T3-T4)	Written exam	No	Yes	20,00
Partial Exam (T5-T6)	Written exam	No	Yes	20,00
Partial Exam (T7-T8)	Written exam	No	Yes	20,00
Throughout the four-month period of the course students may be asked to hand in cases, exercises, questions carried out in the classroom and/or outside the classroom, individually or in groups.	Others	No	Yes	20,00
TOTAL				100,00
Observations				
<p>The final mark in the ordinary examination will be the sum of the marks obtained in the mid-term exams and continuous assessment activities. In order to pass the course, the student has to obtain a final mark equal or greater than 5 (over 10). The mark of the passed mid-term exams and continuous assessment activities is maintained for the extraordinary examination. Those students who do not pass the subject in the ordinary examination will have to do another exam in the extraordinary examination. This exam will be about the materials of all the modules and its structure will be similar to the mid-term exams and activities developed for the continuous assessment. Students will have to complete only the failed mid-term exams. Students who do not opt for continuous assessment activities and mid-term exams will be evaluated on the same terms as part-time students.</p>				
Observations for part-time students				
<p>Part-time students could pass the subject by obtaining a final mark equal or greater than 5 points in a final exam whose weight will be 100% of the final mark. Those students will have two opportunities: ordinary and extraordinary examinations. The exam will be about the materials of all modules and its structure will be similar to the continuous assessment activities and mid-term exams.</p> <p>Alternatively to the opportunity in the ordinary examination, part-time students may chose to do the mid-term exams and continuous assessment activities as full-time students. In this case, the mark obtained in mid-term exams and continuous assessment activities will be maintained for the extraordinary examination (as full-time students). The final exam in the extraordinary examination will be the same day of the full-time students' exam.</p>				

8. BIBLIOGRAPHY AND TEACHING MATERIALS
BASIC
Miranda, F. J. et al. (2005): Manual de dirección de operaciones. Thompson, Madrid.
Cuatrecasas, L. (2011): Organización de la producción y dirección de operaciones. Editorial Díaz de Santos, Madrid
Camisón, C, Cruz, S. y González, T. (2006): Gestión de la calidad: conceptos, enfoques, modelos y sistemas. Prentice-Hall, Madrid
De la Peña Esteban, F. D. (2011): Dirección de la producción. Ediciones CEF.
Martín Peña, M. L. (coord.) (2003): Dirección de la producción. Problemas y ejercicios resueltos. Prentice-Hall, Madrid
Urzelai Inza, A. (2006): Manual básico de logística integral. Díaz de Santos, Madrid
Jacobs, F. R. y Chase, R. B. (2019): Administración de Operaciones. Producción y cadena de suministros. McGraw-Hill, México.
Velasco Sanchez, J. (2010): Gestión de la calidad. mejora continua y sistemas de gestión. Pirámide, Madrid

