

EMBA-2224-515-Operations Management		
Name of lecturer(s) & Email Evelyne VAN POUCKE evelyne.vanpoucke@ulb.be	Level, Status, Timing Level 2 Compulsory Between 26-10-23 and 28-10-23	ECTS, CH & HW/GW*, Online 3 20 & 66 4
Description of the course unit Operations management plays an essential role in the success of any organisation. However, running smooth operations has become increasingly complex due to climate change and disruptions. We will explore how to set up an operations and supply chain strategy, how to design and improve processes, as well as how to include sustainability in our operations.		
Course unit Chapters <ul style="list-style-type: none"> • Compare and construct an operations and a supply chain strategy. • Analyze and improve risk management in current operations and supply chains. • Demonstrate how uncertainty impacts the flow of goods in supply chains. • Apply tools to design and improve existing operations and supply chain networks based on data. Evaluate existing operations and supply chain networks. • Apply how to include sustainable decision-making into operations and supply chains. • Apply and create lean principles and quality principles in manufacturing and services. 		
Learning outcomes of the course unit <ol style="list-style-type: none"> 1. Operations and Supply Chain Strategy 2. Uncertainty in the Supply Chain 3. Designing Operations and Supply Chains 4. Process design and analysis 5. Sustainable Operations and Supply Chain Management 6. Lean and quality in Manufacturing and Services (online) 		
Teaching Methods Lecture, Interactive Lecture, Case Based Learning, Problem-based learning, Role plays and simulation	Learning Activities Teaching and learning will be based on case studies combined with lectures, supported with recommended readings, a simulation and group discussions.	
Learning Objectives (Check Academic Rules & Regulations) <ul style="list-style-type: none"> • Learning Objective 1.1: Reinforcement • Learning Objective 1.2: Reinforcement • Learning Objective 2.1: Mastery • Learning Objective 2.2: Reinforcement • Learning Objective 3.1: Reinforcement • Learning Objective 3.2: Reinforcement 	Assessment methodology / Students Use of Time and Load Class Participation & Preparation <ul style="list-style-type: none"> • weight 25% • workload estimated = 30 hours • due 28-10-23 Individual assignment <ul style="list-style-type: none"> • weight 30% • workload estimated = 32 hours • due 01-12-23 Group Assignment <ul style="list-style-type: none"> • weight 45% • workload estimated = 24 hours • due 25-11-23 	
Evaluation scale 0-20		
Contribution to the Sustainable Development Initiative Non Applicable		
Asynchronous Learning Material (Coursera) Coursera online module: https://www.coursera.org/learn/operations#syllabus		
Readings Required HBR case studies and own cases Recommended Strategic operations management, Steve Brown (chapter 1, 2, 7, 10, 11) (available on Perlego) Operations Management for Business Excellence, Gardiner and Reefke (chapter 5 and 8) (available on Perlego)		

Notice: The information available in the course outline is subject to change. Please keep yourself informed at all times by regularly checking your Front Office Portal hosted on Canvas.