

EMBA-2325-114-Operations Management		
Name of lecturer(s) & Email Evelyne Vanpoucke evelyne.vanpoucke@ulb.be	Level/Semester, Status, Timing Level 2 Compulsory Between 10-10-24 and 12-10-24	ECTS*, CH & SDL** 3 20 70
Description of the course Operations management plays an essential role in the success of any organization. However, running smooth operations has become increasingly complex due to climate change, its global nature and disruptions. We will explore how to set up an operations and supply chain strategy, how to design and improve processes and supply chain networks, how to guarantee quality, and how to include sustainability in operations and supply chains.		
Course units <ul style="list-style-type: none"> • Operations and Supply Chain Strategy • Uncertainty in the Supply Chain • Designing Operations and Supply Chains • Process design and analysis • Sustainable Operations and Supply Chain Management • Lean and quality in Manufacturing and Services (online) 		
Course Learning Outcomes (CLOs) <ol style="list-style-type: none"> 1. Compare and construct an operation and a supply chain strategy. 2. Analyse and improve risk management in current operations and supply chains. 3. Demonstrate how uncertainty impacts the flow of goods in supply chains. 4. Apply tools to design and improve existing operations and supply chain networks based on data. 5. Construct and apply quality techniques 6. Design inventory management principles. 7. Apply how to include sustainable decision-making into operations and supply chains. 8. Apply and create lean principles in manufacturing and services. 		
Teaching Activities (TAs) Lecture, Interactive Lecture, Case Based Learning, Problem-based learning, Role plays and simulation	Learning Activities (LAs) Teaching and learning will be based on case studies combined with lectures, supported with recommended readings, a simulation and group discussions.	
Contribution to Programme Learning Objectives (PLOs)*** <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 / Learners Use of Time and Load Class participation & preparation <ul style="list-style-type: none"> • weight 40% • workload estimated = 28 hours • due 27/10/2024 Group assignment <ul style="list-style-type: none"> • weight 60% • workload estimated = 42 hours • due 27/10/2024 	
Evaluation scale 0-20		
Contribution to the Environmental, social and governance (ESG) Course Contribution to ESG: Yes Contact Hours are dedicated to ESG: 20 Contact Hours containing climate solutions for how organisations can reach net zero: 10 Description of contribution: We discuss social issues in the supply chain and reducing carbon footprint by redesigning supply chain networks.		
Readings Required HBR cases, own cases and articles . Optional <ul style="list-style-type: none"> • 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) 		
Other Learning Material(s) Required (Available on your Coursera for Campus) <ul style="list-style-type: none"> • https://www.coursera.org/learn/operations#syllabus 		

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

*ECTS - European Credit Transfer and Accumulation System (1 ECTS = 30 hours of learning)

**CH - Contact Hours in class or online, SDL - Self-Directed Learning including readings, homework, group work, preparation to assessment, etc

***PLO - Programme Learning Objectives are available on the curriculum page