

## Executive Master of Business Administration (EMBA 7040) Strategic Operations Planning

### Course Description

This course introduces students with a broad conceptual framework for evaluating operations management practices in traditional manufacturing firms and service organizations. Concepts, techniques and tools related to the four major decision responsibilities of operations managers (i.e. process, quality, capacity and inventory) are studied and discussed. Emphasis will be on operations strategy, theory of constraints, lean management principles, total quality management, project management, decision analysis, capacity management, inventory management and supply chain management.

### Learning Objectives

Students who successfully complete this course will learn:

- Understand the operations contribution to the development and implementation of successful business strategy
- Define key business processes and establish their performance objective
- Analyze different key operational dimensions such as capacity management, flow time management, supply chain management, and quality management
- Understand developments such as lean operations, just-in-time operations, and theory of constraints
- Understand the impact of statistical fluctuation and dependent events
- Identify the critical issues for any operation and to derive decision models how operational performance might be improved
- Effectively collaborate with a virtual team to produce quality results

Grade Scheme: Letter Grade

Minimum Pass: 70%

Credit Weight: 3 Credits

#### Assessments:

- Weekly Discussion Forum
- Case Studies
- Assignment
- Participation

\* Please note that this document is for marketing purposes and that the details of the course including grading, assessments and objectives may change or vary.

Grade	Grade Point Average (GPA)	Percentage
A+	4.3	98-100%
A	4.0	94-97%
A-	3.7	90-93%
B+	3.3	87-89%
B	3.0	84-86%
B-	2.7	80-83%
C+	2.3	76-79%
C	2.0	70-75%
F	0.0	0-69%