Course: Operations Management (Day MBA)

Subject: This course intends to give MBA students a good grounding in the terminology of Operations Management and an overall perspective of Operations Management within the context of the organization. It is designed to emphasize both case study and lecture approach, as shown below, so that students can be inspired to study before coming to the class.

Class format:

1. Students are separated into groups. They are encouraged to speak up in each class as a group member or an individual.

2. The case each group in charge is to be assigned. These cases include video, case study, and end-of-chapter problems.

3. Assignment submission. In each class, two groups are assigned for a full study and presentation of the assigned case, while the other groups not assigned have to prepare a 1 page brief review of the case. All groups have to email their works, either by PPT or Words, to Moodle before each class.

4. Class presentation. The two groups responsible for a full case study will be randomly chosen to present their works as the primary group –presenting first, and the supplementary group. This 2-group presentation should last for 50 to 60 minutes. Each group needs to have at least 2 students present each time. All members in a group need to present at least once. Other students, not in these 2 groups, are to be the raters.

5. Class discussion. The two presenting groups should each raise three questions, either they know the answers or not, at the end of their presentation for discussion. The instructor will be the moderator. All students, including the presenters and the raters, should devote to the discussion. Students in the presenting groups, yet not presenting, can speak up for their groups. All voices will be scored.

6. Class voice rating. In each class, raters grade the two presenting groups, and the assistants grade the voices of all students. Therefore, at the end, each student has two scores for class participation: group’s presentation and their own voices.

7. Final case competition. The purpose of this final project is to have students explore, in modest depth, the operations function of an existing organization of their choices. Each group is expected to select a real organization of Taiwan to exemplify their problems and solutions. The selected organization, which can be a private firm, government entity, health services, or just a simple service or function of an organization, does not need to be big or significant, but does the competition.

8. Language. English for all students’ presentations, including final case competition.


Grade:

1. Class presentation (23%)
2. Class discussion (12%)
3. Final case competition (25%)
4. Final exam (40%)