

Capital University of Economics and Business

Overseas Chinese College

Course Syllabus

Year and Semester	2025 Fall						
Course Name	Operations Management						
Course Code	BOP302						
Course Type	☐ General Education (Required) ☐ General Education (Elective) ☒ Basic Disciplinary Course ☐ Professional Course (Required) ☐ Professional Course (Elective) ☐ Professional Course (Expanded) ☐ Professional Course (Advanced)						
Course Credits	3						
Course Hours	Total Hours	Class 48	Lecture Hours	48	Experiment (Computer) Hours		0
Applicable object	☐ Freshman ☐ Sophomore ☒ Junior ☐ Senior ☒ Business Administration (Accounting) ☐ Information Management and Information Systems (Finance)						
Prerequisites	None						
Instructor	Yue Wang; Amy Zheng;						
Contact Information	Office: C203						
	Tele: (010)83951123						
	Email: wangyue@cueb.edu.cn ; zhengzheng@cueb.edu.cn						
Office Hour	Luna Wang: T: 13:30-15:05 W: 15:05-17:00 Fri: 13:30-15:05 Amy: M 09:55-12:20; M&W&Th 15:25-16:10						
Learning Centre	Luna Wang: M: 18:00-20:00 (online) T: 15:05-17:00 Amy: T 18:00-20:00 (online only) & Th 13:30-15:05						
Grade/Section	23BA&23ACCA						
Course Time/Place	23BA1/23BA2: M 9:55-12:20 A 203 23ACCA1: W 09:55-12:20 /A202 23ACCA2: Th 09:55-12:20 /A206						
Textbook	F.Robert Jacobs, Richard B. Chase. <i>Operations and Supply Chain Management, 15th Edition</i> . McGraw-Hill Education (Asia) and China Machine Press, ISBN 978-7-111-63049-4						

Reference Book and Resources

1. William J. Stevenson. *Operations Management, 13th Edition*. McGraw-Hill Education (Asia) and China Machine Press, ISBN 978-7-111-63594-9.
2. 马风才 谷炜 《运营管理 第7版》机械工业出版社 ISBN 978-7-111-76991-0
3. MOOC《运营管理》西南财经大学 廖毅
4. MOOC《运营管理》中央财经大学 贾晓菁 晏妮娜 高咏玲 代宏砚
5. Bilibili《OM_Topic Series》https://www.bilibili.com/video/BV1ME41117sr?spm_id_from=333.788.recommend_more_video.0&vd_source=abe0b966ce87b708f5622f96200c6dde

Course Description

This course provides an introduction to the design, planning and control of the manufacturing and service systems required to transform an organization's inputs into useful goods and services. Managerial challenges in product and service design, capacity planning, process analysis, production processes, quality control, supply chain processes, and inventory control are considered.

Student Learning Outcomes

On successful completion of this exam, candidates should be able to:

Knowledge	♦ Recognize the strategic importance of effective operations and supply chain management; ♦ Identify the major issues involved in the management of operation systems
Capability	♦ Analyse the operations cases in Chinese enterprises
Mindset	♦ Change your view of your interactions with operations systems

Website Source

1. <https://www.icourse163.org/>
2. <https://next.xuetangx.com/>

Teaching Methods

This course contains lectures, classroom lectures, discussions, case studies, homework, quizzes, presentation and exams. Textbook content will be introduced first. Then practice questions will be delivered to students as a way to test their understanding of the knowledge. This will require individual or group assignment in or after class.

Grade Criterion

Component	Weight	Description
Final Exam	20%	A cumulative final examination will be given based on all the contents of the class. The exam paper may be composed of multiple-choice questions, true or false questions, short answer questions, and calculations. Students should rely primarily on in-class exercises to give them a sense of what they may see for material on exams.
Midterm Paper	20%	A group (2-3 students per team) paper should be written based on all the contents that have been taught in class. The paper should analyze a real-life case in recent and apply textbook concepts and theories.
Homework	10%	Most of the assigned homework is taken from the Exercises in the textbook. Assignments will be collected at the clearly stated date. Late assignments will not be accepted. The graded assignments will be kept by the tutor for reference and won't be returned to students.
Quizzes	10%	Pop-up quizzes will be given in class to test key concepts and theories.
Presentation	20%	The students will be divided into several groups to prepare a presentation. Each student is required to be involved in the presentation. The topics can be selected from the textbook or lectures. Each group need to finish a PPT related to the topic which is given and hand in the

		related resources to the teacher before the presentation.
Participation	20%	Individuals will be asked to participate individually and as group members in class at least 5 times during the semester. The performances should be counted in their participation.
Attendance	10%	Refer to attendance policy listed below.
Total	100%	

Detailed Grade Computation

	Before Midterm	After Midterm
Attendance	5%	5%
Participation	10%	10%
Homework	5%	5%
Quizzes	5%	5%
Presentation		10%
Midterm Paper	20%	
Final exam		20%
Total	45%	55%

Grading Policy

A+ 97-100	A 93-96	A- 90-92	B+ 87-89	B 83-86	B- 80-82
C+ 75-79	C 70-74	C- 67-69	D+ 63-66	D 62-60	F 0- 59

Assessment of Student Performance

☛ Self-Study and Reading Ability Practice

Instructor will give out the chapters or the reference books to read and use class hours to have discussion; students should be able to show a proactive attitude and ability for self-study and reading. Knowledge and oral English will be elements of homework or presentation score.

☛ Homework

Students should finish their homework by themselves. Copying from others will be treated as cheating and the homework scores may received a zero. Students should hand in all assignments on time. Late assignments will be accepted at the discretion of the instructor (i.e., when the student was ill or had an excused absence). Late assignments without reasonable proof will be reduced in score by 50%.

☛ Attendance

Because the course covers a great deal of material, attending every class session is very important for performing well.

- ♦ Being late for 15 minutes or more is considered an absence.
- ♦ Five hours or above of unexcused absences will result in the lower level of the final grade by one grade band (e.g. from C- to D+). Any excused absence must be discussed directly with the teacher.
- ♦ Absence which is more than 1/3 of the total teaching hours will cause an F (a failing grade) directly.
- ♦ An incomplete grade (I) will be considered in case of medical or family emergencies.

☛ Participation

- ♦ Students should participate in classes actively. Half of participation grade is determined by their

presentation in class. They are encouraged to ask questions relevant to the subject and express their own opinions. Every student should respect the ideas, opinions, and questions of their classmates.

- ♦ Students should also use office hours to ask questions or talk with the instructor for good communication and effective learning.
- ♦ Frequent visiting the instructor and chatting in English during office hours is highly recommended.
- ♦ Any misbehavior and non-class related activities in class will result in the lower level of the participation grade, including ringing cell phones.
- ♦ All above behaviors will be solely evaluated by the instructor for scoring.

Textbook

Students must bring the textbook to class.

Topical Course Outline

Week	Topics	Platform	Homework
1	● Syllabus ● Chapter 1 • The concept of operations and supply chain • Differences between services and goods • Development of operations management	Classroom	Exercises for Ch1
2	● Chapter 2 • Triple bottom line • Competitive dimensions • Productivity measurement	Classroom	Exercises for Ch2
3	● Chapter 3 • The product development process • Designing service products	Classroom	Exercises for Ch3
4	—— <i>National Day Holiday</i>	Classroom	——
5	● Chapter 5 (<i>Thursday class for 2023ACCA2 only</i>) • Capacity planning concepts • Determine capacity requirements • Capacity utilization and service quality	Classroom	Exercises for Ch5
6	● Chapter 7 • Manufacturing processes ● Quiz1	Classroom	Exercises for Ch7
7	● Chapter 8 • Layout formats • Retail service layout	Classroom	Exercises for Ch8
8	● Chapter 9 • An operational classification of services • Service designs	Classroom	Exercises for Ch9
9	● Chapter 11 • Understanding processes • Process flow charting	Classroom	Exercises for Ch11
10	● Mid-term test • Group project	Classroom	——

11	● Chapter 12 • Total quality management • Six-sigma quality	Classroom	Exercises for Ch12
12	● Chapter 14 • Lean production • Lean supply chains	Classroom	Exercises for Ch14
13	● Chapter 15 • Logistics • Facility location ● Quiz 2	Classroom	Exercises for Ch15
14	● Chapter 16 • The bullwhip effect • Supply chain uncertainty • Total cost of ownership	Classroom	Exercises for Ch16
15	● Chapter 20 • Understanding inventory management • Inventory control systems • Inventory planning and accuracy	Classroom	Exercises for Ch20
16	● Presentation	Classroom	—
17	● Final review	Classroom	—

Note: 1. Some chapters or sections may leave for self-study, these chapters may also be included in the quizzes or exams; 2. A review in Chinese may be held each week for around 20 minutes in class if needed and a final review in Chinese will be hold at the end of the teaching weeks.

Teacher's Office Hour

- ♦ The instructor's office hour is shown in the front of the office door.
- ♦ Students are suggested to use the instructor's office hour and learning center to ask questions or talk with the instructor once at least per week for good communication and effective learning, which is recorded in the students' participation.
- ♦ The time can be scheduled by instructors or students, or both.

Cheating and Plagiarism

Cheating is not tolerated. Any student caught cheating on a quiz; test or exam will be given a mark of zero (0) for the particular work. At the beginning of the semester the definition of plagiarism will be carefully explained, when any thoughts or writings of another person are used, they must be clearly identified (usually one uses quotation marks) and the source notes. **If any student is caught cheating on any homework assignment, the highest score the student can earn in that course is a "C".**

Important Dates

Midterm Test	Week 9 or 10
Final Exam	Week 18 or 19 (<i>Refer to the notice of the Academic Affairs Office</i>)

Instructor: _____

Department Head: _____

