

**COURSE RECORD**

|                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code              | <b>BA 303</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Name              | <b>Operations Management</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Hour per week     | 3 (3+0)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Credit            | 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| ECTS              | 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Level/Year        | Undergraduate/3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Type              | Compulsory                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Prerequisites     | -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Description       | Operations management involves the integration of numerous activities and processes to produce products and services in a highly competitive global environment. Many companies have experienced a decline in market share as a result of their inability to compete on the basis of product design, cost, or quality. This course considers the operations from a managerial perspective. Key performance measures of operation (productivity, quality, and response time) as well as important concepts for improving the performance of operations along these dimensions will be considered. |
| Objectives        | <p>Providing the concepts, techniques, and tools to design, analyze, and improve operational capabilities of an organization.</p> <p>Outlining the role of operations management in the overall business strategy of the firm.</p> <p>Evaluating the interdependence of the operating system with other key functional areas of the firm.</p>                                                                                                                                                                                                                                                    |
| Learning Outcomes | <p><i>By the end of the course, the student will be able to</i></p> <p>L01. Explain the key performance measure of the operation.</p> <p>L02. Explain resources and understand the efficiency concept.</p> <p>L03. Achieve the production process and the necessity of making a proven process effective.</p> <p>L04. Explain problems that enterprises encounter and the systematic study methods to solve these problems.</p> <p>L05. Demonstrate the role operations management plays in business processes</p>                                                                               |

**CONTRIBUTION TO PROGRAMME OUTCOMES\***

|     | P01 | P02 | P03 | P04 | P05 | P06 | P07 | P08 | P09 | P010 |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| L01 | 5   | 3   | 5   | 5   | 0   | 3   | 4   | 5   | 3   | 5    |
| L02 | 5   | 5   | 3   | 2   | 0   | 3   | 4   | 5   | 3   | 2    |
| L03 | 5   | 3   | 3   | 5   | 0   | 3   | 5   | 5   | 3   | 2    |
| L04 | 5   | 5   | 3   | 2   | 2   | 3   | 5   | 5   | 3   | 5    |
| L05 | 5   | 2   | 5   | 2   | 0   | 3   | 5   | 5   | 3   | 5    |

\* Contribution Level: 0: None, 1: Very Low, 2: Low, 3: Medium, 4: High, 5: Very High

**CONTRIBUTION TO INSTITUTIONAL LEARNING OUTCOMES\***

|     | IL01 | IL02 | IL03 | IL04 | IL05 | IL06 | IL07 |
|-----|------|------|------|------|------|------|------|
| L01 | 5    | 4    | 4    | 3    | 2    | 3    | 4    |
| L02 | 3    | 4    | 3    | 3    | 2    | 3    | 4    |
| L03 | 5    | 4    | 5    | 3    | 2    | 3    | 5    |
| L04 | 5    | 4    | 4    | 3    | 2    | 3    | 4    |
| L05 | 5    | 5    | 5    | 3    | 2    | 3    | 5    |

\* Contribution Level: 0: None, 1: Very Low, 2: Low, 3: Medium, 4: High, 5: Very High

**COURSE CONTENT DETAILS**

| Topics                                                           | Outcomes      |
|------------------------------------------------------------------|---------------|
| Summary of Topics and Objectives of Operations Management Course | L01, L05      |
| Scope of Operations Management and Productivity                  | L02, L04      |
| Operations Strategy in Global Environment                        | L01, L02, L03 |
| Design of Good and Service                                       | L03, L04      |

|                                                |               |
|------------------------------------------------|---------------|
| Quality Management and International Standards | L03, L04      |
| Process Design and Capacity Planning           | L03, L04, L05 |
| Location Selection                             | L03, L04, L05 |
| Facility Layout                                | L02, L03, L04 |
| Supply Chain Management                        | L02, L03, L04 |
| Managing Inventory                             | L03, L04, L05 |
| Material Requirement Planning –MRP             | L03, L04, L05 |
| Enterprise Resource Planning-ERP               | L03, L04, L05 |

**DERS BİLGİLERİ**

|                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Kodu           | BA 303                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| İsmi           | Operasyon Yönetimi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Haftalık Saati | 3 (3+0)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Kredi          | 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| AKTS           | 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Seviye/Yıl     | Lisans/3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Dersin Dili    | İngilizce                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Tip            | Zorunlu                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Ön Şart        | -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| İçerik         | Operasyon yönetimi, son derece rekabetçi bir küresel ortamda ürün ve hizmet üretmek için çok sayıda faaliyet ve sürecin entegrasyonunu içerir. Birçok şirket, ürün tasarımı, maliyet veya kalite bazında rekabet edememeleri sonucunda pazar payında düşüş yaşamaktadır. Bu ders, operasyonları yönetsel bir bakış açısıyla ele almaktadır. Operasyonun temel performans ölçütleri (verimlilik, kalite ve yanıt süresi) ve ayrıca bu boyutlar boyunca operasyonların performansını iyileştirmeye yönelik önemli kavramlar dikkate alınmaktadır. |