



**Dr. V. N. Bedekar Institute of Management, Thane**  
**Teaching Plan (PGDM)**  
**Academic Year (2016-2017)**

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Programme Name: PGDM

Term: I

Name of the Course: **Operations Management**

Maximum marks:100

No. of Sessions: 10

Name of the Faculty: Dr. Nitin Joshi

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Weblink:

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**Learning Objectives:** Upon completion of this program, Operations Management students will be able

1. Explain the major concepts in the area of operations management.
2. Use specialized knowledge in Operations Management to solve business.
3. Express their views on concepts of operations management.
4. Apply knowledge of approaches to operational performance improvement.
5. Apply decision-support tools to business decision making pertaining to in some of the areas in operations function.

**Reference Books:**

1. Production & Operations Management -S. N. Chary
2. Production & Operations Management -James. B. Dilworth
3. Modern Production Management -By E. S. BUFFA
4. Production and Operations Management -By Norman Gaither
5. Theory and problem in Production and operations Management -By S. N. Chary
6. Production and operation Management - By Chunawalla Patel
7. Production & operation Management – Kanishka Bedi – Oxford
8. Production & operation Management – R.C. Manocha
9. Production & operation Management – Muhlemann

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10. Production & Operations Management – Kanishka Bedi – Oxford Publications

**Plan:**

<b>Session No</b>	<b>Topics to be covered</b>	<b>Books to be referred/ Recommended/ References-Print/Articles/ News/Research papers/ Online database/ Software /Simulations used</b>	<b>Learning outcomes</b>	<b>Evaluation of Students understanding by MCQs/Quiz/Short Test</b>
1	Introduction to OM Operations Strategy Competitive advantage Time based Competition		Familiar with the	
2	Facility Layout			
3	Facility Location			
4	Process Selection Process Design Process Analysis			
5	Product Decision and Analysis Product Development			
6	Capacity Planning Capacity Decisions Waiting Lines			
7	Aggregate Planning			



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8	Basics of MRP / ERP			
9	Basics of Scheduling			
10	Basics of Project Management			

- Refer syllabus copy to make plan

**2. Practical Approach : Other activities (Atleast 4 distinct activities)**

Sr. No.	Activity Name	Topic Coverd	Learning outcomes	Source
1	Role Play	<u>Services process improvement</u>	<u>Observation skills to be worked upon</u>	
2	Industry Visit			
3	Academic Projects			
4	Book Review			
5	Group Discussion	<u>Inventory management</u>	<u>Change your lenses</u>	
6	Business Quiz / Business News sharing			
7	Videos / Simulation			
8	Use of Software and Labs			
9	Any other activity	<u>Presentations</u>	<u>Confidence building and making effective presentations</u>	



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**3. Decision Making Approach : Cases to be referred : (min 3 cases)**

<b><u>Sr. No.</u></b>	<b><u>Case Name</u></b>	<b><u>Topic Covered</u></b>	<b><u>Learning outcomes</u></b>	<b><u>Source</u></b>
<b>1</b>				
<b>2</b>				
<b>3</b>				
<b>4</b>				
<b>5</b>				



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Internal evaluation

**I) Internal:**

<b>Component</b>	<b>Details</b>	<b>Marks</b>
Class Test	Presentation of different topic	20
Presentation		
Case Study	Ongoing	10
Participation		10
Others		

**II) External:**  
**(Sample questions)**

1. Imagine that you are planning a location for a new pizza restaurant. What sort of information do you need to inform your decision maker? What decision –making techniques will you use to decide between alternative locations.
2. What factors are important for a manager to consider when attempting enhancing a service firm’s image?
3. Explain the importance/role of services operations management in the economy?
4. Managing capacity in services operations has been a challenges. There is a lot of complexity when it comes to demand flow. Please comment on the statement with an example of your choice.
5. Capacity management in a complex in service business. There are various strategies which are being used by various organization based on their experience. Can you suggest a strategy and substantiate it with a relevant example.

**Signature of Faculty**

**Signature of the Co-ordinator**

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