



FACULTY OF BUSINESS
BACHELOR OF MANAGEMENT
LEARNING MODULE OUTLINE

Academic Year	2024/2025	Semester	1
Module Code	MGMT3120-311		
Learning Module	Operations Management		
Pre-requisite(s)	Nil		
Medium of Instruction	English		
Credits	3	Contact Hours	45
Instructor	Prof. Victor Chan	Email	vkychan@mpu.edu.mo
Office	Room M5-49, Meng Tak Building	Office Phone	8599-3322

MODULE DESCRIPTION

This learning module considers the operations from a managerial perspective. Key performance measures of operations as well as important concepts for improving the performance of operations along these dimensions will be discussed. Emphasis will be placed on both familiarizations of various production processes and service systems, and to quantitative analysis of problems arising in the management of operations.

MODULE INTENDED LEARNING OUTCOMES (ILOS)

On completion of this learning module, students will be able to:

M1.	identify the significant role and contribution of operations in product and service organizations,
M2.	explain the relationship between operations and the other functional areas of organizations,
M3.	use key qualitative and quantitative techniques in operations management,
M4.	apply appropriate operations management solutions to problems in a variety of organizational situations,
M5.	evaluate risks in an operational context,
M6.	assess operations challenges in a global environment and
M7.	apply operations management techniques to real-world enterprises.



These ILOs aims to enable students to attain the following Programme Intended Learning Outcomes (PILOs):

PILOs	M1	M2	M3	M4	M5	M6	M7
P1. Integrate contemporary management theories and business disciplines relevant to general business practices.	✓	✓					
P2. Apply critical thinking and logical analysis skills and techniques to resolve management issues.			✓	✓	✓		✓
P3. Utilize appropriate written and spoken forms to communicate effectively and professionally with stakeholders in various cultural environments.							
P4. Demonstrate leadership in a team and respecting the rights of others irrespective of their cultural background, race or gender in order to solve unpredictable problems in the field.							
P5. With the help of mathematical and statistical skills, utilize the latest empirical findings and academic studies to support the recommendation of business projects or reports.			✓	✓	✓		✓
P6. Recommend an appropriate course of action by ethically examining economic, environmental, political, legal and regulatory contexts of global business practices.						✓	
P7. Interpret and utilize management information or business software for internal control, planning, performance evaluation and coordination to improve efficiency and effectiveness in the business process.			✓	✓	✓		✓

MODULE SCHEDULE, COVERAGE AND STUDY LOAD

Week	Content Coverage	Contact Hours
1	Operations and Productivity	3
2	Operations and Productivity Operations Strategy in a Global Environment	3
3	Operations Strategy in a Global Environment	3
4	Forecasting	3
5	Forecasting Design of Goods and Services	3
6	Design of Goods and Services Process Strategy	3
7	Process Strategy Capacity and Constraint Management	3
8	Capacity and Constraint Management	3
9	Midterm Assignment Location Strategies	3



10	Location Strategies Layout Strategies	3
11	Layout Strategies Human Resources, Job Design, and Work Measurement	3
12	Human Resources, Job Design, and Work Measurement	3
13	Human Resources, Job Design, and Work Measurement Inventory Management	3
14	Inventory Management	3
15	Final Examination	3

TEACHING AND LEARNING ACTIVITIES

In this learning module, students will work towards attaining the ILOs through the following teaching and learning activities:

Teaching and Learning Activities	M1	M2	M3	M4	M5	M6	M7
T1. Lectures	✓	✓	✓		✓	✓	
T2. Assignments				✓			✓
T3. Case study				✓			✓
T4. Group discussion				✓			✓

ATTENDANCE

Attendance requirements are governed by the Academic Regulations Governing Bachelor's Degree Programmes of the Macao Polytechnic University. Students who do not meet the attendance requirements for the learning module shall be awarded an 'F' grade.

ASSESSMENT

In this learning module, students are required to complete the following assessment activities:

Assessment Activities	Weighting (%)	ILOs to be Assessed
A1. Mid-term Assignment	30	M1 to M7
A2. Group Assignment	30	M1 to M7
A3. Examination	40	M1 to M4, M6 and M7

The assessment will be conducted following the University's Assessment Strategy (see www.mpu.edu.mo/teaching_learning/en/assessment_strategy.php). Passing this learning module indicates that students will have attained the ILOs of this learning module and thus acquired its credits.



MARKING SCHEME

Assessment Criterion	Level of Comprehensiveness				
	0 (0% - 29%)	1 (30% - 49%)	2 (50% - 69%)	3 (70% - 89%)	4 (90% - 100%)
Operations: Basics	Not relevantly presented	Vaguely presented and not discussed	Presented but not adequately discussed	Presented and somewhat adequately discussed	Clearly presented and adequately discussed
Operations: Qualitative Techniques	Not relevantly demonstrated	Vaguely demonstrated	Not adequately demonstrated	Somewhat adequately demonstrated	Clearly and adequately demonstrated
Operations: Quantitative Techniques	Not relevantly demonstrated	Vaguely demonstrated	Not adequately demonstrated	Somewhat adequately demonstrated	Clearly and adequately demonstrated
Operations: Application	Not relevantly demonstrated	Vaguely demonstrated	Not adequately demonstrated	Somewhat adequately demonstrated	Clearly and adequately demonstrated

REQUIRED READINGS

J. Heizer, B. Render and C. Munson, 2024, Principles of Operations Management: Sustainability and Supply Chain Management, Global Edition, 12th ed., Pearson.

REFERENCES

<https://www.pearson.com/en-gb/subject-catalog/p/principles-of-operations-management-sustainability-and-supply-chain-management-global-edition/P200000010588/9781292727387>

W. J. Stevenson, 2021, Operations Management, 14th ed., McGraw-Hill.

STUDENT FEEDBACK

At the end of every semester, students are invited to provide feedback on the learning module and the teaching arrangement through questionnaires. Your feedback is valuable for instructors to enhance the module and its delivery for future students. The instructor and programme coordinators will consider all feedback and respond with actions formally in the annual programme review.

ACADEMIC INTEGRITY

The Macao Polytechnic University requires students to have full commitment to academic integrity when engaging in research and academic activities. Violations of academic integrity, which include but are not limited to plagiarism, collusion, fabrication or falsification, repeated use of assignments and cheating in examinations, are considered as serious academic offenses and may lead to disciplinary actions. Students should read the relevant regulations and guidelines in the Student Handbook which is distributed upon the admission into the University, a copy of which can also be found at www.mpu.edu.mo/student_handbook/.



FACULTY OF BUSINESS
BACHELOR OF MANAGEMENT
LEARNING MODULE OUTLINE

Academic Year	2024/2025	Semester	1
Module Code	MGMT3120-312		
Learning Module	Operations Management		
Pre-requisite(s)	Nil		
Medium of Instruction	English		
Credits	3	Contact Hours	45
Instructor	Prof. Victor Chan	Email	vkychan@mpu.edu.mo
Office	Room M5-49, Meng Tak Building	Office Phone	8599-3322

MODULE DESCRIPTION

This learning module considers the operations from a managerial perspective. Key performance measures of operations as well as important concepts for improving the performance of operations along these dimensions will be discussed. Emphasis will be placed on both familiarizations of various production processes and service systems, and to quantitative analysis of problems arising in the management of operations.

MODULE INTENDED LEARNING OUTCOMES (ILOS)

On completion of this learning module, students will be able to:

M1.	identify the significant role and contribution of operations in product and service organizations,
M2.	explain the relationship between operations and the other functional areas of organizations,
M3.	use key qualitative and quantitative techniques in operations management,
M4.	apply appropriate operations management solutions to problems in a variety of organizational situations,
M5.	evaluate risks in an operational context,
M6.	assess operations challenges in a global environment and
M7.	apply operations management techniques to real-world enterprises.



These ILOs aims to enable students to attain the following Programme Intended Learning Outcomes (PILOs):

PILOs	M1	M2	M3	M4	M5	M6	M7
P1. Integrate contemporary management theories and business disciplines relevant to general business practices.	✓	✓					
P2. Apply critical thinking and logical analysis skills and techniques to resolve management issues.			✓	✓	✓		✓
P3. Utilize appropriate written and spoken forms to communicate effectively and professionally with stakeholders in various cultural environments.							
P4. Demonstrate leadership in a team and respecting the rights of others irrespective of their cultural background, race or gender in order to solve unpredictable problems in the field.							
P5. With the help of mathematical and statistical skills, utilize the latest empirical findings and academic studies to support the recommendation of business projects or reports.			✓	✓	✓		✓
P6. Recommend an appropriate course of action by ethically examining economic, environmental, political, legal and regulatory contexts of global business practices.						✓	
P7. Interpret and utilize management information or business software for internal control, planning, performance evaluation and coordination to improve efficiency and effectiveness in the business process.			✓	✓	✓		✓

MODULE SCHEDULE, COVERAGE AND STUDY LOAD

Week	Content Coverage	Contact Hours
1	Operations and Productivity	3
2	Operations and Productivity Operations Strategy in a Global Environment	3
3	Operations Strategy in a Global Environment	3
4	Forecasting	3
5	Forecasting Design of Goods and Services	3
6	Design of Goods and Services Process Strategy	3
7	Process Strategy Capacity and Constraint Management	3
8	Capacity and Constraint Management	3
9	Midterm Assignment Location Strategies	3



10	Location Strategies Layout Strategies	3
11	Layout Strategies Human Resources, Job Design, and Work Measurement	3
12	Human Resources, Job Design, and Work Measurement	3
13	Human Resources, Job Design, and Work Measurement Inventory Management	3
14	Inventory Management	3
15	Final Examination	3

TEACHING AND LEARNING ACTIVITIES

In this learning module, students will work towards attaining the ILOs through the following teaching and learning activities:

Teaching and Learning Activities	M1	M2	M3	M4	M5	M6	M7
T1. Lectures	✓	✓	✓		✓	✓	
T2. Assignments				✓			✓
T3. Case study				✓			✓
T4. Group discussion				✓			✓

ATTENDANCE

Attendance requirements are governed by the Academic Regulations Governing Bachelor's Degree Programmes of the Macao Polytechnic University. Students who do not meet the attendance requirements for the learning module shall be awarded an 'F' grade.

ASSESSMENT

In this learning module, students are required to complete the following assessment activities:

Assessment Activities	Weighting (%)	ILOs to be Assessed
A1. Mid-term Assignment	30	M1 to M7
A2. Group Assignment	30	M1 to M7
A3. Examination	40	M1 to M4, M6 and M7

The assessment will be conducted following the University's Assessment Strategy (see www.mpu.edu.mo/teaching_learning/en/assessment_strategy.php). Passing this learning module indicates that students will have attained the ILOs of this learning module and thus acquired its credits.



MARKING SCHEME

Assessment Criterion	Level of Comprehensiveness				
	0 (0% - 29%)	1 (30% - 49%)	2 (50% - 69%)	3 (70% - 89%)	4 (90% - 100%)
Operations: Basics	Not relevantly presented	Vaguely presented and not discussed	Presented but not adequately discussed	Presented and somewhat adequately discussed	Clearly presented and adequately discussed
Operations: Qualitative Techniques	Not relevantly demonstrated	Vaguely demonstrated	Not adequately demonstrated	Somewhat adequately demonstrated	Clearly and adequately demonstrated
Operations: Quantitative Techniques	Not relevantly demonstrated	Vaguely demonstrated	Not adequately demonstrated	Somewhat adequately demonstrated	Clearly and adequately demonstrated
Operations: Application	Not relevantly demonstrated	Vaguely demonstrated	Not adequately demonstrated	Somewhat adequately demonstrated	Clearly and adequately demonstrated

REQUIRED READINGS

J. Heizer, B. Render and C. Munson, 2024, Principles of Operations Management: Sustainability and Supply Chain Management, Global Edition, 12th ed., Pearson.

REFERENCES

<https://www.pearson.com/en-gb/subject-catalog/p/principles-of-operations-management-sustainability-and-supply-chain-management-global-edition/P200000010588/9781292727387>

W. J. Stevenson, 2021, Operations Management, 14th ed., McGraw-Hill.

STUDENT FEEDBACK

At the end of every semester, students are invited to provide feedback on the learning module and the teaching arrangement through questionnaires. Your feedback is valuable for instructors to enhance the module and its delivery for future students. The instructor and programme coordinators will consider all feedback and respond with actions formally in the annual programme review.

ACADEMIC INTEGRITY

The Macao Polytechnic University requires students to have full commitment to academic integrity when engaging in research and academic activities. Violations of academic integrity, which include but are not limited to plagiarism, collusion, fabrication or falsification, repeated use of assignments and cheating in examinations, are considered as serious academic offenses and may lead to disciplinary actions. Students should read the relevant regulations and guidelines in the Student Handbook which is distributed upon the admission into the University, a copy of which can also be found at www.mpu.edu.mo/student_handbook/.