



## 1. General Information

Course Subject	IIMT
Course Number	3635
Course Title	Operations Management
Academic Years	2024-2025
Grading Method	Letter

## 2. Instructors

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Subclasses: 1A

## 4. Course Description

Course Description	<p>An organization's ultimate success depends on how efficiently and effectively it executes its strategic goals. This requires a detailed understanding of the processes used to produce and deliver goods and/or provide services to customers. Operations Management is a field which focuses on those aspects of an organization.</p> <p>Operations of an organization concerns the management of the processes which convert inputs into outputs. Effective operations management involves managing people, equipment, and other resources. In the typical business organization the majority of the costs and controllable assets are managed by the operations function. Thus, this discipline—with the techniques, procedures and knowledge it encompasses—is a vital segment of business activity.</p> <p>This course will provide students with the managerial tools needed to understand and articulate the impact of an organization's business processes, and the ability to analyze and continuously improve these business processes. The skills that students will develop in this course are relevant for all business students.</p>
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## 5. Course Objectives

1. Employ the fundamental concepts in process analysis
2. Understand how to apply basic models and theories in business processes
3. Understand the basic concept of quality management and process improvement
4. Apply a generic framework in improving business processes

## 6. Faculty Learning Goals

Goal 1: Acquisition and internalization of knowledge of the programme discipline

6. Faculty Learning Goals
Goal 2: Application and integration of knowledge
Goal 3: Inculcating professionalism
Goal 4: Developing global outlook
Goal 5: Mastering communication skills
Goal 6: Cultivating leadership

7. Course Learning Outcomes						
Course Teaching and Learning Activities	Aligned Faculty Learning Goals					
	1	2	3	4	5	6
CLO1. Clearly identify and define a loosely structured operations process	✓	✓	✓	✓		✓
CLO2. Understand how to apply basic models and theories in business processes.	✓	✓				
CLO3. Understand the basic concept of quality management and process improvement.	✓	✓			✓	
CLO4. Apply a generic framework in improving business processes	✓	✓	✓		✓	✓

8. Course Teaching and Learning Activities		
Course Teaching and Learning Activities #	Expected Study Hours	Study Load (% of study)
T&L1. Interactive Lectures	36	30
T&L2. Tutorial Session	12	10
T&L3. Group Project and Assignment	36	30
T&L4. Self-study	36	30
	Total: 120	Total: 100

9. Assessment Methods			
Assessment Methods	Description	Weight %	Aligned Course Learning Outcomes
A1. Participation	Discussions, random in-class quizzes.	10%	1,2,3,4
A2. Assignments	Five individual assignments.	10%	1,2,3
A3. Project	A group of 3-4 students work on a self-identified problem.	15%	1,2,3,4
A4. Midterm		25%	1,2,3,4
A5. Exam 2		40%	1,2,3,4

## 10. Course Grade Descriptors

A+,A,A-	<ul style="list-style-type: none"> <li>-Demonstrate a strong understanding of all relevant knowledge</li> <li>-Handling questions professionally</li> <li>-High participation in discussions and volunteering answering/asking questions</li> <li>-Present arguments that have an element of originality</li> <li>-Achieve a standard of excellent performance in the exams with very accurate computation and very good analytical and problem solving skills</li> <li>-Excellent writing report and presentation</li> </ul>
B+,B,B-	<ul style="list-style-type: none"> <li>-Demonstrate a good understanding of all relevant knowledge</li> <li>-Handling questions in a logical way</li> <li>-Good participation in discussions</li> <li>-Present arguments that go beyond the lecture and textbook</li> <li>-Achieve a standard of good performance in the exams with accurate computation and good analytical and problem solving skills</li> <li>-Good writing report and presentation</li> </ul>
C+,C,C-	<ul style="list-style-type: none"> <li>-Demonstrate a basic understanding of the concepts involved</li> <li>-Fairly address questions as set</li> <li>-Some participation in discussions</li> <li>-Present arguments in a well-structure manner</li> <li>-Meet a standard of acceptable performance in the exams with reasonably accurate computation and acceptable analytical and problem solving skills</li> <li>-Acceptable writing report and presentation</li> </ul>
D+,D	<ul style="list-style-type: none"> <li>-Demonstrate a minimum understanding of the concepts involved</li> <li>-Barely address questions as set</li> <li>-Minimal or no participation in discussions</li> <li>-Present arguments in a marginally acceptable manner</li> <li>-Meet a standard of marginally acceptable performance in the exams with some errors in computation and barely adequate analytical and problem solving skills</li> <li>-Marginally acceptable writing report and presentation</li> </ul>
F	<ul style="list-style-type: none"> <li>-Demonstrate a poor understanding of the concepts involved</li> <li>-Unable or unwilling to handle questions</li> <li>-Minimal or no participation in discussions</li> <li>-Present arguments poorly</li> <li>-Fail to meet a standard of passing the exams with major errors in computation and inadequate analytical and problem solving skills</li> <li>-Poorly writing report and presentation</li> </ul>

## 11. Course Content and Tentative Teaching Schedule

Topic/ Session	Content	Assignments	Other information
1	<ul style="list-style-type: none"> <li>- Introduction</li> <li>- Process Analysis</li> </ul>		
2	<ul style="list-style-type: none"> <li>- Process Analysis</li> </ul>	Assignment 1	
3	<ul style="list-style-type: none"> <li>-Holiday</li> </ul>		
4	<ul style="list-style-type: none"> <li>- Lean Production and Quality Management</li> </ul>		
5	<ul style="list-style-type: none"> <li>- Lean Production and Quality Management</li> </ul>	Assignment 2	
6	<ul style="list-style-type: none"> <li>- Variability, Waiting Time, and Bottleneck Analysis</li> </ul>		
7	<ul style="list-style-type: none"> <li>- Reading Week</li> </ul>		Group project description due
8	<ul style="list-style-type: none"> <li>- Variability, Waiting Time, and</li> </ul>	Assignment 3	

## 11. Course Content and Tentative Teaching Schedule

	Bottleneck Analysis		
9	- Inventory Management and Production Strategies		
10	- Inventory Management and Production Strategies	Assignment 4	
11	- Inventory Management and Production Strategies- Revenue Management		
12	- Revenue Management	Assignment 5	
13	- Operations Strategy and Final Review		
	* Due dates and exam dates are subject to change. Please check Moodle for updated information.		

## 12. Required/Recommended Readings & Online Materials

Reading	<p>Loan Processing at Capital One.</p> <p>Toyota Production System.</p> <p>Forecasting and Procurement at Le Club Français du Vin.</p> <p>Where in the World Is Timbuk2? Outsourcing, Offshoring, and Mass Customization</p> <p>Optimal pricing at Rue-La-La.</p>
Textbook	<p>Gerard Cachon, Christian Terwiesch, 2022. <i>Operations Management</i> 3rd Edition. Cachon, G. and Terwiesch, C.,2024. <i>Matching Supply with Demand: An Introduction to Operations Management</i>, 5th Edition.</p>

## 13. Means / Processes for Student feedback on Course

✓	Conducting mid-term survey in additional to SETL around the end of the semester
	Online response via Moodle site
	Others

## 14. Course Policy

An orderly learning environment is extremely important for this course. Disruptive behaviors are inconsiderate to other students as well as to the instructor and are unacceptable. Talking during lectures, arriving to class late, and any other disruptions of mobile devices are not allowed; students who are responsible for any of these actions will be subject to academic penalty and will be asked to leave the classroom.

Any dishonesty—such as cheating, false representation, plagiarism, etc.—that comes to my attention will result in an F in the course.

Academic dishonesty includes cheating, plagiarism, unauthorized collaboration, falsifying academic records, and any act designed to avoid participating honestly in the learning process. Scholastic dishonesty also includes, but is not limited to, providing false or misleading information to receive a postponement or an extension on an exam or other assignment. The responsibilities of both students and faculty regarding scholastic dishonesty are described in detail in the Disciplinary Committee Regulations. By teaching this course, I have agreed to observe all of the faculty responsibilities described in that document. By enrolling in this class, you have agreed to observe all of the student responsibilities described in that document. If the application of that policy statement to this class and its assignments is unclear in any way, it is your responsibility to ask me for clarification.

Students are encouraged to give feedback on the course through mid-term survey in addition to SETL around the end of the semester and online interaction via Moodle site.

## 15. Additional Course Information

**Lecture:** Fundamental concepts will be presented in lectures, and calculation examples will be provided to strengthen understanding. Interactions with the lecturer and active participation in case discussions are highly encouraged and will count towards the participation credit.

**Quizzes:** To reinforce the class topics, in-class quizzes will be provided. Students will need to submit solutions to the quizzes in class, and this will count towards the participation credit.

**Assignments and Tutorial Sessions:** Assignments will be assigned *bi-weekly*, and answers will be given at the tutorial sessions. Assignments should be submitted *in soft copies to Moodle* by the due date specified on each assignment sheet. Late assignments will **not** be accepted; all assignments count toward the total points. Grading assignments is based on both accuracy and effort. Tutorial participation will be assessed based on the student's performance and count towards the participation credit.

**Project Requirements:** Each group will be composed of four students. Students are expected to collaborate and apply the concepts, tools, and frameworks learned in class to real-world scenarios. Groups should identify a specific operations management issue within a business or industry, such as process improvement, inventory management, supply chain or revenue optimization. Each group must submit a brief proposal outlining the chosen topic, the operations management problem, and potential solutions by the midterm reading week. The project should demonstrate students' ability to analyze and address operational challenges using relevant theories, models, and quantitative analysis. This could involve the application of lean principles, process flow analysis, or capacity planning to enhance efficiency, reduce costs, or improve customer satisfaction. The final report should be comprehensive and well-structured, not exceeding 20 pages (using size-12 font, 1-inch margins, and double spacing). No presentations are required; the focus should be on delivering a well-researched and insightful written report. Evaluation will focus on the depth of analysis, understanding of operations management principles, and the use of quantitative support in the arguments. The project will contribute 20% towards the final course grade (All group members will receive the same grade unless an explicit request to investigate a free-riding issue is brought up by a group member. In that case, a peer evaluation will be conducted by all group members, and the results will be reflected in the individual grades at the instructor's discretion). Students are encouraged to consult with the instructor for guidance on topic selection and project scope, ensuring alignment with course objectives and the practical application of operations management concepts.

**Please check the course website on Moodle on a regular basis. Feedback (in-person or by email) is highly encouraged.**