

## COURSE OUTLINE

### (1) GENERAL

<b>SCHOOL</b>	School of Engineering		
<b>ACADEMIC UNIT</b>	Department of Financial and Management Engineering		
<b>LEVEL OF STUDIES</b>	Undergraduate		
<b>COURSE CODE</b>	<b>DEO116</b>	<b>SEMESTER</b>	<b>5<sup>th</sup></b>
<b>COURSE TITLE</b>	Operations Management		
<b>INDEPENDENT TEACHING ACTIVITIES</b> <i>if credits are awarded for separate components of the course, e.g. lectures, laboratory exercises, etc. If the credits are awarded for the whole of the course, give the weekly teaching hours and the total credits</i>		<b>WEEKLY TEACHING HOURS</b>	<b>CREDITS</b>
<i>Credits are awarded for the whole of the course</i>		3	5
<i>Add rows if necessary. The organisation of teaching and the teaching methods used are described in detail at (d).</i>			
<b>COURSE TYPE</b> <i>general background, special background, specialised general knowledge, skills development</i>	Special background		
<b>PREREQUISITE COURSES:</b>	None		
<b>LANGUAGE OF INSTRUCTION and EXAMINATIONS:</b>	Greek		
<b>IS THE COURSE OFFERED TO ERASMUS STUDENTS</b>	No		
<b>COURSE WEBSITE (URL)</b>	<a href="http://www.fme.aegean.gr/el/c/dioikese-leitourgion">http://www.fme.aegean.gr/el/c/dioikese-leitourgion</a>		

### (2) LEARNING OUTCOMES

<b>Learning outcomes</b> <i>The course learning outcomes, specific knowledge, skills and competences of an appropriate level, which the students will acquire with the successful completion of the course are described.</i> <i>Consult Appendix A</i> <ul style="list-style-type: none"> <li>• Description of the level of learning outcomes for each qualifications cycle, according to the Qualifications Framework of the European Higher Education Area</li> <li>• Descriptors for Levels 6, 7 &amp; 8 of the European Qualifications Framework for Lifelong Learning and Appendix B</li> <li>• Guidelines for writing Learning Outcomes</li> </ul>
<p>The learning outcomes of this course that the students will acquire with the successful completion of the course are as follows:</p> <ul style="list-style-type: none"> <li>• Understand the main principle of operations management with emphasis on planning, execution and control issues</li> <li>• Choose the right tools and techniques in order to design and manage the operations of a company or an organization (e.g. facility location, logistics, etc)</li> <li>• Choose and assess various information systems that can be used in order to optimize the operations management of a company or an organization</li> <li>• Make decisions (strategic, tactical, operational) in terms of company/organization operation</li> </ul>

### General Competences

*Taking into consideration the general competences that the degree-holder must acquire (as these appear in the Diploma Supplement and appear below), at which of the following does the course aim?*

*Search for, analysis and synthesis of data and information, with the use of the necessary technology*

*Adapting to new situations*

*Decision-making*

*Working independently*

*Team work*

*Working in an international environment*

*Working in an interdisciplinary environment*

*Production of new research ideas*

*Project planning and management*

*Respect for difference and multiculturalism*

*Respect for the natural environment*

*Showing social, professional and ethical responsibility and sensitivity to gender issues*

*Criticism and self-criticism*

*Production of free, creative and inductive thinking*

*.....*

*Others...*

*.....*

- Decision making
- Team work
- Search for, analysis and synthesis of data
- Application of optimization methods and techniques
- Choose and assess of operations tools for business management
- Production of free, creative and inductive thinking

### (3) SYLLABUS

1. Introduction to operations management
2. Process design
3. Design of products and services
4. Design of a production facility and product flows
5. Design of job positions and task management
6. Design of supply chain networks I
7. Design of supply chain networks II
8. The role of ICT in operations management I
9. The role of ICT in operations management II
10. Quality planning and control

#### (4) TEACHING and LEARNING METHODS - EVALUATION

<b>DELIVERY</b> <i>Face-to-face, Distance learning, etc.</i>	Face-to-face	
<b>USE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY</b> <i>Use of ICT in teaching, laboratory education, communication with students</i>	Use of ICT for teaching and communication with students	
<b>TEACHING METHODS</b> <i>The manner and methods of teaching are described in detail.</i> <i>Lectures, seminars, laboratory practice, fieldwork, study and analysis of bibliography, tutorials, placements, clinical practice, art workshop, interactive teaching, educational visits, project, essay writing, artistic creativity, etc.</i>  <i>The student's study hours for each learning activity are given as well as the hours of non-directed study according to the principles of the ECTS</i>	<b>Activity</b>	<b>Semester workload</b>
	Lectures	39
	Self-study	50
	Case studies	30
	Mid-term exam	3
	Essay writing	25
	Final exam	3
	Course total	150
<b>STUDENT PERFORMANCE EVALUATION</b> <i>Description of the evaluation procedure</i>  <i>Language of evaluation, methods of evaluation, summative or conclusive, multiple choice questionnaires, short-answer questions, open-ended questions, problem solving, written work, essay/report, oral examination, public presentation, laboratory work, clinical examination of patient, art interpretation, other</i>  <i>Specifically-defined evaluation criteria are given, and if and where they are accessible to students.</i>	<b>Evaluation type</b>	<b>Percentatge (%)</b>
	Final exams	50%
	Mid-term exams	20%
	Team project	30%
	Total	100%
	The evaluation criteria described above are available in the webpage of the course	

#### (5) ATTACHED BIBLIOGRAPHY

<p>- Suggested bibliography:</p> <ul style="list-style-type: none"> <li>• Lecture notes</li> <li>• Slack, N., Chambers, S. and Johnston, R. (2010) "Operations Management", 5th English version, Kleidarithmos Publications.</li> <li>• Dan Reid., R., Sanders, N.R. (2016) "Operations Management", Kritiki Publications</li> </ul> <p>- Related academic journals:</p> <ul style="list-style-type: none"> <li>• Jacobs, R. and Chase, R., (2016) "Operations and Supply Chain Management: The Core", 4th ed., McGraw-Hill.</li> <li>• Ioannou, G. (2005), "Production and Service Management", Stamoulis Publications</li> <li>• Kakouris, A. (2013), " Operations Management", Propobos Publications</li> </ul>
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