NATIONAL UNIVERSITY OF SINGAPORE

NUS BUSINESS SCHOOL

Department of Analytics & Operations

**DAO2703/DSC2006 Operations and Technology Management**

**Lecturers**: Dr Mei QI (Co-Lecturer and Module Coordinator)

Prof. Sheryl Kimes (Co-Lecturer)

**Session**: Semester I, 2020/2021

**Course Description**

All organizations have an operations function that is primarily responsible for the production and delivery of their products and services. Therefore, the management of this operations function (i.e. ***Operations Management***) not only affects final product quality but also impacts customer service and the overall competitiveness of the organization. In order to improve its overall competitiveness, organizations may adopt various types of technology to facilitate various functions of the organization including operations function. So, how to manage the use of technology (i.e. ***Technology Management***) in operations function plays an important role. The primary objectives of module are to provide students with an introduction to, and an understanding of, the substantive knowledge which has developed over the years in the field of ***Operations Management (OM)*** as well as ***Technology Management (TM)*** in operations function in enterprises.

This module will build around the traditional foundational topics of ***OM***, together with discussions on the otrade-offs organiztions may face when adopting **technology** in order to improve their overall competitiveness. We will also attempt to highlight some of the more current issues in the field. Students will be exposed to topics such as product (or service) and process technology, process analysis and design, quality management, capacity planning and inventory management in both manufacturing and service organizations.

**Prerequisite**

Although no prerequisite is stated, this module assumes prior knowledge of basic algebra, calculus, probability and statistics (i.e. expected value, variance, probability distributions such as Normal and Poisson). Students should ensure that they are adequately prepared analytically for this module.

**Required textbook:**

* Operations Management, by Cachon and Terwisech, McGraw Hill

**Assessment Methods**

* 30%: Miterm Test
* 30%: End of Term Test
* 40%: Team project and assignments and Peer evaluations

**ACADEMIC HONESTY & PLAGIARISM**

Academic integrity and honesty is essential for the pursuit and acquisition of knowledge. The University and School expect every student to uphold academic integrity & honesty at all times. Academic dishonesty is any misrepresentation with the intent to deceive, or failure to acknowledge the source, or falsification of information, or inaccuracy of statements, or cheating at examinations/tests, or inappropriate use of resources.

Plagiarism is ‘the practice of taking someone else's work or ideas and passing them off as one's own' (The New Oxford Dictionary of English). The University and School will not condone plagiarism. Students should adopt this rule - You have the obligation to make clear to the assessor which is your own work, and which is the work of others. Otherwise, your assessor is entitled to assume that everything being presented for assessment is being presented as entirely your own work. This is a minimum standard. **In case of any doubts, you should consult your instructor.**

Additional guidance is available at:

[http://www.nus.edu.sg/registrar/adminpolicy/acceptance.html#NUSCodeofStudentConduct](http://www.nus.edu.sg/registrar/adminpolicy/acceptance.html)

Online Module on Plagiarism:

<http://emodule.nus.edu.sg/ac/>