

## MGMT90032 Operations and Process Management

<b>Credit Points:</b>	12.5
<b>Level:</b>	9 (Graduate/Postgraduate)
<b>Dates &amp; Locations:</b>	2016, Parkville This subject commences in the following study period/s: Semester 2, Parkville - Taught on campus.
<b>Time Commitment:</b>	Contact Hours: This intensive subject is taught over 36 hours Total Time Commitment: Approximately 2.5 hours of personal study per hour of class time is required to achieve a satisfactory level of performance
<b>Prerequisites:</b>	None
<b>Corequisites:</b>	None
<b>Recommended Background Knowledge:</b>	None
<b>Non Allowed Subjects:</b>	None
<b>Core Participation Requirements:</b>	For the purposes of considering requests for Reasonable Adjustments under the Disability Standards for Education (Cwth 2005), and Students Experiencing Academic Disadvantage Policy, academic requirements for this subject are articulated in the Subject Description, Subject Objectives, Generic Skills and Assessment Requirements for this entry. The University is dedicated to provide support to those with special requirements. Further details on the disability support scheme can be found at the Disability Liaison Unit website: <a href="http://www.services.unimelb.edu.au/disability/">http://www.services.unimelb.edu.au/disability/</a>
<b>Coordinator:</b>	Dr Mohsin Malik
<b>Contact:</b>	Semester 2: <a href="mailto:mohsin.malik@unimelb.edu.au">mohsin.malik@unimelb.edu.au</a> (mailto:mohsin.malik@unimelb.edu.au)
<b>Subject Overview:</b>	This subject examines the engine of every organisation: its productive processes. These are the systems, processes and activities that convert the organisation's inputs into its outputs. Whether manufacturing of goods or provision of services, the principles and techniques of Operations Management can assist an organisation to achieve effective outcomes in terms of cost, quality, delivery, service levels, flexibility and innovation. This subject is integrative in nature, drawing upon concepts originally developed in other areas. The traditional topics such as: assessing the strategic importance of operations; planning and controlling the use of resources; ensuring quality of products and services; and various human issues involved in operations are examined from a contemporary perspective that involves complex phenomena such as globalisation, supply chains, virtual and e-operations, agile/lean operations and mass customisation. Quantitative approaches are often useful in leading us toward possible solutions and so these are introduced where appropriate. However, in many situations, it is sufficient to descriptively understand the critical issues and major trade-offs involved. Finally, links with other areas of decisions and organisational functions are considered as they are critical to getting the most from the operations system.
<b>Learning Outcomes:</b>	The objective of this subject is to introduce the strategic and operating issues and decisions involved in managing the business/operational processes within an enterprise. The subject aims to provide students with a conceptual framework and a set of analytical tools to enable better understanding of why processes behave as they do. Given this understanding, students will be in a position to see how effective management of operations relates to organisations' strategic decisions, key processes, competitive posture and, ultimately, performance.

<b>Assessment:</b>	2-hour end of semester examination (50%); 1000 word written assignment - to be completed in pairs (due Week 6) (10%); and 4000 word written assignment – to be completed in pairs (due Week 11) (40%).
<b>Prescribed Texts:</b>	You will be advised of prescribed texts by your lecturer.
<b>Breadth Options:</b>	This subject is not available as a breadth subject.
<b>Fees Information:</b>	Subject EFTSL, Level, Discipline & Census Date, <a href="http://enrolment.unimelb.edu.au/fees">http://enrolment.unimelb.edu.au/fees</a>
<b>Generic Skills:</b>	<p><b>On successful completion of this subject, students should have improved the following generic skills:</b></p> <ul style="list-style-type: none"> <li># Appreciation of resource allocation decisions;</li> <li># Application of theory to practice;</li> <li># Critical thinking;</li> <li># Analysis and synthesis of issues; and</li> <li># Communication, presentation and reporting.</li> </ul>
<b>Related Course(s):</b>	Master of Accounting Master of Information Systems Master of Information Systems Master of Information Systems Master of Management Master of Management
<b>Related Majors/Minors/Specialisations:</b>	150 Point Master of Management MIS Professional Specialisation MIS Research Specialisation Master of International Business electives