



Model Institute of Engineering
& Technology (Autonomous)
Course Handout

Kot, Bhalwal, Jammu

COURSE HANDOUT

OPERATIONS MANAGEMENT (BFSMJ-403)

BBA BFSI - 4TH SEMESTER

ACADEMIC YEAR (2024-25)

Ms. Shivani Kanaria

Assistant Professor

UG – SOM



School of Management

Model Institute of Engineering & Technology (Autonomous)

Kot Bhalwal, Jammu - 181122

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| Course Code | Course Name | Course Type | Cd | L | T | P | Marks | | |
|-------------|-----------------------|-------------|----|---|---|---|-----------|------------|-------|
| | | | | | | | Sessional | Final Exam | Total |
| BFSMJ-403 | Operations Management | Major | 4 | 4 | 0 | 0 | 40 | 60 | 100 |

COURSE OUTCOMES

| At the end of the course the student will be able to: - | |
|---|--|
| CO1 | Examine the fundamental concepts of Operations Management |
| CO2 | Comprehend the role of services in Operations Management |
| CO3 | Appreciate the factors critical to facility location and layout |
| CO4 | Analyse various quality control measures |
| CO5 | Evaluate operation management concepts to operation strategies and case analysis |

Section A

Unit I: Introduction to production and operations management: Concept and functions of production and operations management. Production and operations management systems. Product Design: elements of product design; Process Design: Concept and Types.

(10 Hrs)

Unit II: Service Operations Management: Characteristics and Classification of Services. Designing service processes, Service blueprint and service quality. Service capacity and Yield management.

(09 Hrs)

Unit III: Plant Location and Layout: Plant Location: Concept, Factors influencing plant location; Factor Rating Method, Break-Even Analysis and Centre of gravity method. Plant Layout: Concept, Objectives of a good layout, Types of layouts. Factors affecting plant layout.

(10 Hrs)

Section B

Unit IV: Quality Management: Quality, dimensions of quality. Fundamental Factors Affecting Quality (9 M's), Quality management: concept, process, Total Quality Management, Six Sigma, Quality Standards - ISO 9000 series, Implementation of Quality System.

(10 Hrs)

Unit V: Operation Strategies: Business grand strategy and operation strategy. Dimensions of operations for competitive advantage. Case Analysis: Indian 'Scorpio' Stings the World. Linear Programming: Concept and problems. Innovation Management

(09 Hrs)



Textbooks

| S. No. | Name of the Books | Author | Publisher | Edition (Pub. Yr.) |
|--------|--------------------------------------|---------------|-------------------------|------------------------|
| 1 | Production & Operations Management | Chary, S.N. | McGraw-Hill | 6 th (2019) |
| 2 | Production and Operations Management | Kanishka Bedi | Oxford Higher Education | 2 nd (2007) |

Reference Books

| S. No. | Name of the Books | Author | Publisher | Edition (Pub. Yr.) |
|--------|---|---------------|-----------|-------------------------|
| 1 | Operations Management: Sustainability and Supply Chain Management | Jay H. Heizer | Pearson | 12 th (2016) |

Course Plan

| Unit-I Introduction to Production and Operations Management | | |
|---|--|---|
| S. No | Topics | Recommended Books |
| 1 | Concept and functions of production and operations management | Book 2, Ch 1 |
| 2 | Production and operations management systems | Book 2, Ch 1 |
| 3 | Product Design: elements of product design | Book 1, Ch 12 |
| 4 | Process Design: Concept and Types | https://www.edureka.co/blog/process-design-in-operations-management/ https://pressbooks.senecapolytechnic.ca/operationsmanagement/chapter/process-design/ https://blog.mindmanager.com/2020053-types-of-process-design/ |
| Unit-II Service Operations Management | | |
| 5 | Characteristics and Classification of Services. | Book 2, Ch 2 |
| 6 | Designing service processes | Book 2, Ch 2 |
| 7 | Service gap model | https://www.mbaknol.com/market-ing-management/the-gap-model-of-service-quality/ https://forms.app/en/blog/gap-model-of-service |
| 8 | Service blueprint and service quality | Book 2, Ch 2 |
| 9 | Service capacity and Yield management | Book 2, Ch 2 |
| Unit-III Plant Location and Layout | | |
| 10 | Plant Location: Concept, Factors influencing plant location | Book 2, Ch 4 |
| 11 | Factor Rating Method, Break-Even Analysis and Centre of gravity method | Book 2, Ch 4 |
| 12 | Plant Layout: Concept, Objectives of a good layout | Book 1, Ch 28 |
| 13 | Types of layouts | Book 1, Ch 28 |
| 14 | Factors affecting plant layout. | Book 1, Ch 28 |



| Unit-IV Quality Management | | |
|--|---|---|
| 15 | Quality, dimensions of quality. Fundamental Factors Affecting Quality (9 M's), | Book 1, Ch 9 |
| 16 | Quality management: concept, process, | Book 1, Ch 10 |
| 17 | Total Quality Management | Book 1, Ch 11 |
| 18 | Six Sigma | Book 1, Ch 11 |
| 19 | Quality Standards - ISO 9001:2015, ISO 9004:2018, Implementation of Quality System. | Book 1, Ch 11 |
| Unit-V Emerging Trends in Operations Management | | |
| 20 | Global Supply Chain Management | Book 1, Ch 27 |
| 21 | Digital transformation in operations | https://www.appsierra.com/blog/digital-transformation-in-operations https://magenest.com/en/digital-transformation-in-operations/?srsltid=AfmBOoopWCVddGO7TFblZVRol35LbAfdUtu2flsRp3_Frgua7R0H0j |
| 22 | Industry 4.0 technologies and their impact on operations | https://dl.acm.org/doi/fullHtml/10.1145/3463858.3463900 https://www.brightlysoftware.com/blog/impact-industry-4-point-0-operations https://www.sap.com/india/products/scm/industry-4-0/what-is-industry-4-0.html |
| 23 | Evolution from traditional manufacturing to smart manufacturing, Challenges in adopting Industry 4.0 technologies in operations | https://www.smartfactorymom.com/blog/how-industry-4-0-is-revolutionizing-manufacturing-operations/ https://global.hitachi-solutions.com/blog/industry-4-0-technologies-outcomes-and-the-future-of-manufacturing/ https://www.mckinsey.com/featured-insights/mckinsey-explainers/what-are-industry-4-0-the-fourth-industrial-revolution-and-4ir |



ADDITIONAL WEB RESOURCES

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|----|--|
| 1. | MOOC: Introduction to Operations Management https://www.coursera.org/learn/wharton-operations |
| 2. | NPTEL: Production and Operation Management https://onlinecourses.nptel.ac.in/noc25_mg53/preview |

GRADING AND ASSESSMENT

- **Sessional Test:** 20 marks
- **Assignment:** 10 marks
- **Attendance:** 10 marks
- **Final Examination:** 60 marks

COURSE POLICIES

- **Attendance:** Minimum 75% attendance is mandatory to appear in the final examination of the course.
- **Academic Integrity:** MIET's academic integrity policies apply. Plagiarism will not be tolerated.
- **Late Submissions:** Assignments and projects must be submitted by the specified timelines.

FACULTY INFORMATION

- **Office Hours**
Monday (02:35 PM - 03:00 PM)
Friday (02:35 PM - 03:00 PM)
- **Contact Information**
Shivani.bba@mietjammu.in