



Kot Bhalwal, Jammu



Model Institute of Engineering  
& Technology (Autonomous)  
Dr. Arun K. Gupta Teaching-Learning Centre

## Department of BBA(H)

### Details of Lesson Plan

S.No.	Particulars	Details
1.	Course Name	Operations Management
2.	Course Code	BBAMJ-604
3.	Academic Year	2024-25
4.	Semester	6 <sup>th</sup>
5.	Number of Lesson plans	48
6.	Faculty Assigned	Dr. Navjeet Kaur

Faculty Signature



<b>Lesson Plan No. 0</b>	<b>Course Name: Operations Management</b> <b>Topic: Introduction to the Course</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to: a. Provide an introduction to the course – Operations Management
<b>Teaching Aids (if any)</b>	a. Power Point Presentation
<b>Teaching Development</b>	<ol style="list-style-type: none"><li><b>1. Introduction (05 minutes)</b><ul style="list-style-type: none"><li>- Ask questions What do you mean by Operations Management?</li><li>- Introduce the concept of Operations Management.</li></ul></li><li><b>2. Development (30 minutes)</b><ol style="list-style-type: none"><li><b>a) Introduction</b><ul style="list-style-type: none"><li>- Talk about the COs of the Course</li><li>- List down the units of the Course</li></ul></li><li><b>b) Overview of the Course</b><ul style="list-style-type: none"><li>- Describe about the Unit I – Introduction to Production and Operations Management</li><li>- Briefly summarize Unit II – Service Operations Management</li><li>- Provide an overview of Unit III – Plant Location and Layout</li><li>- Outline the Unit IV – Quality Management</li><li>- Encapsulate the Unit V – Emerging Trends in Operations Management</li><li>- Briefly sum up about the relevance of the course</li><li>- Provide the list of text books and reference books</li></ul></li></ol><p>Exercise (5 minutes) – Think-Pair-Share</p></li></ol>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary</li><li>3. Homework Write about the benefits of Operations Management.</li></ol>



	Spend 5 minutes to wrap up and consolidate the learnings
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  <b>What is the significance of Operations Management? How Operations Management contributes in overall business success?</b></li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No. 1</b>	<b>Course Name: Operations Management</b> <b>Topic: Introduction to Production and Operations Management: Objectives and Benefits</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"><li>Describe the concept of Production and Operations Management</li><li>Interpret the objectives of Production and Operations Management</li><li>Explain the benefits of Production and Operations Management</li><li>Differentiate between Production Management and Operations Management</li></ol>
<b>Teaching Aids (if any)</b>	<ol style="list-style-type: none"><li>Power Point Presentation</li><li>Video <a href="https://www.youtube.com/watch?v=fmT_fQdbSU">https://www.youtube.com/watch?v=fmT_fQdbSU</a></li></ol>
<b>Teaching Development</b>	<ol style="list-style-type: none"><li><b>Introduction</b> (05 minutes)<ul style="list-style-type: none"><li>Ask questions What do you mean by Operations Management? What do you mean by Production Management?</li><li>Introduce the concept of Operations Management.</li><li>Introduce the concept of Production Management.</li></ul></li><li><b>Development</b> (30 minutes)<ol style="list-style-type: none"><li><b>Introduction</b><ul style="list-style-type: none"><li>Define the term Production Management</li><li>Define the term Operations Management</li><li>Introduce the formal concept of Production and Operations Management</li></ul></li><li><b>Production and Operations Management</b><ul style="list-style-type: none"><li>Interpret the objectives of Production and Operations Management<ul style="list-style-type: none"><li>Optimization of Resource Utilization</li><li>Minimization of Costs</li><li>Ensuring Timely Delivery</li><li>Enhancing Product Quality</li><li>Continuous Improvement</li><li>Flexibility and Adaptability</li><li>Sustainability and Social Responsibility</li></ul></li></ul></li></ol></li></ol>



	<ul style="list-style-type: none"><li>- Explain the Benefits of Production and Operations Management<ul style="list-style-type: none"><li>• Enhanced Operational Efficiency</li><li>• Improved Product Quality</li><li>• Enhanced Supply Chain Coordination</li><li>• Cost Reduction and Financial Savings</li><li>• Scalability and Flexibility</li><li>• Innovation and Continuous Improvement</li><li>• Strategic Alignment and Competitive Advantage</li></ul></li><li>- Differentiate between Production Management and Operations Management<ul style="list-style-type: none"><li>• Scope and Focus</li><li>• Strategic Perspective</li><li>• Integration and Coordination</li><li>• Skill Set and Responsibilities</li></ul></li></ul> <p>Exercise (5 minutes) – Summarising</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://ossisto.com/blog/production-and-operation-management/">https://ossisto.com/blog/production-and-operation-management/</a></li><li>3. Homework Write about the the recent trends in productions and operation management.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions What is the main objective of production and operation management? How operational management and product management?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No. 2</b>	<b>Course Name: Operations Management</b> <b>Topic: Introduction to Production and Operations Management: Importance and Functions</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the importance of Production and Operations Management b. Interpret the functions of Production and Operations Management
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	<ol style="list-style-type: none"><li>1. <b>Introduction</b> (05 minutes)<ul style="list-style-type: none"><li>- Ask questions What is the significance of Production and Operations Management?</li><li>- Talk about the significance of Production and Operations Management.</li></ul></li><li>2. <b>Development</b> (30 minutes)<ol style="list-style-type: none"><li>a) Introduction<ul style="list-style-type: none"><li>- Summarise the importance of Production and Operations Management</li></ul></li><li>b) Production and Operations Management<ul style="list-style-type: none"><li>- Describe the importance of Production and Operations Management<ul style="list-style-type: none"><li>• Helps in achievement of objectives</li><li>• Improves Employee productivity</li><li>• Enhance Goodwill</li><li>• Optimum utilization of resources</li><li>• Motivates Employees</li></ul></li><li>- Interpret the objectives of Production and Operations Management<ul style="list-style-type: none"><li>• Production Planning And Control</li><li>• Financial Planning</li><li>• Process Design</li><li>• Product Design</li><li>• Plant Layout and Material Handling</li></ul></li></ul></li></ol></li></ol>



	<ul style="list-style-type: none"><li>• Maintenance Management</li><li>• Material Management</li><li>• Quality Control</li><li>• Forecasting</li><li>• Strategy Planning</li><li>• Supply Chain Management</li></ul> <p>Exercise (5 minutes) – One Minute Paper</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.edureka.co/blog/functions-of-production-and-operations-management/">https://www.edureka.co/blog/functions-of-production-and-operations-management/</a></li><li>3. Homework Why financial planning is essential for effective production and operations management?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions What is the significance of production and operation management? What are the four major stages of product development? What do you mean by material management and why is it important? How production planning is related to production control?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No. 3</b>	<b>Course Name: Operations Management</b> <b>Topic: Production and Operations Management Systems</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the concept of Production and Operations Management System b. Explain the types of Production and Operations Management Systems
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	<ol style="list-style-type: none"><li>1. <b>Introduction</b> (10 minutes)<ul style="list-style-type: none"><li>- Ask questions What are the primary types of production systems in modern manufacturing? How do different production systems impact organizational efficiency?</li><li>- List down the types of Operations Management and talk about their impact on organisational efficiency.</li></ul></li><li>2. <b>Development</b> (30 minutes)<ol style="list-style-type: none"><li>a) Introduction<ul style="list-style-type: none"><li>- Introduce the concept of Operation System</li></ul></li><li>b) Types of Operations System<ul style="list-style-type: none"><li>- Interpret the types of Production/Operation System<ul style="list-style-type: none"><li>• Job Shop Production Characteristics:<ul style="list-style-type: none"><li>· High customization</li><li>· Low volume, high variety</li><li>· Highly skilled labor</li><li>· Varied processing routes</li><li>· Irregular workloads</li></ul></li><li>• Batch Production Characteristics:<ul style="list-style-type: none"><li>· Moderate customization</li><li>· Moderate volume, moderate variety</li><li>· Setup times between batches</li><li>· Standardized processes</li></ul></li></ul></li></ul></li></ol></li></ol>



	<ul style="list-style-type: none"><li>· Improved efficiency compared to job shops</li><li>• Mass production</li></ul> <p>Characteristics:</p> <ul style="list-style-type: none"><li>· Low customization</li><li>· High volume, low variety</li><li>· Continuous flow production</li><li>· Specialized machinery</li><li>· Economies of scale</li></ul> <p>Exercise (5 minutes) – Quiz (Visible)</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://theintactone.com/2019/06/16/pom-u1-topic-2-types-of-production-systems/#goog_rewarded">https://theintactone.com/2019/06/16/pom-u1-topic-2-types-of-production-systems/#goog_rewarded</a> <a href="https://themba.institute/management-of-machines-and-materials/types-of-production-systems/">https://themba.institute/management-of-machines-and-materials/types-of-production-systems/</a></li><li>3. Homework  Discuss the relationship between production systems and organizational competitiveness.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  What are the key challenges in implementing job shop production systems?  How has mass production evolved with technological advancements?  What strategic advantages does batch production offer organizations?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No. 4</b>	<b>Course Name: Operations Management</b>  <b>Topic: Production and Operations Management Systems contd.....</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to: <ul style="list-style-type: none"> <li>a. Describe the concept of Production and Operations Management System</li> <li>b. Explain the types of Production and Operations Management Systems</li> </ul>
<b>Teaching Aids (if any)</b>	<ul style="list-style-type: none"> <li>a. Power Point Presentation</li> <li>b. White Board</li> </ul>
<b>Teaching Development</b>	<ol style="list-style-type: none"> <li>1. <b>Introduction</b> (10 minutes) <ul style="list-style-type: none"> <li>- Ask questions What are the primary types of production systems in modern manufacturing? How do different production systems impact organizational efficiency?</li> <li>- List down the types of Operations Management and talk about their impact on organisational efficiency.</li> </ul> </li> <li>2. <b>Development</b> (30 minutes) <ol style="list-style-type: none"> <li>a) Introduction <ul style="list-style-type: none"> <li>- Summarise the concept of Operation System</li> </ul> </li> <li>b) Types of Operations System <ul style="list-style-type: none"> <li>- Interpret the types of Production/Operation System <ul style="list-style-type: none"> <li>• Cellular Manufacturing Characteristics: <ul style="list-style-type: none"> <li>· Grouping similar products or processes</li> <li>· Faster setup times</li> <li>· Improved resource utilization</li> <li>· Enhanced flexibility compared to mass production</li> </ul> </li> <li>• Lean Manufacturing Characteristics: <ul style="list-style-type: none"> <li>· Waste reduction</li> <li>· Emphasis on value-added activities</li> <li>· JIT inventory management</li> <li>· Kaizen (continuous improvement)</li> </ul> </li> </ul> </li> </ul></li></ol> </li> </ol>



	<ul style="list-style-type: none"><li>· Cross-functional teams</li><li>• Flexible Manufacturing System</li></ul> <p>Characteristics:</p> <ul style="list-style-type: none"><li>· High automation</li><li>· Versatile machinery</li><li>· Quick changeovers</li><li>· Reduced labor requirements</li><li>· High initial investment</li></ul> <p>Exercise (5 minutes) – Just a Minute (JAM)</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://theintactone.com/2019/06/16/pom-u1-topic-2-types-of-production-systems/#goog_rewarded">https://theintactone.com/2019/06/16/pom-u1-topic-2-types-of-production-systems/#goog_rewarded</a> <a href="https://themba.institute/management-of-machines-and-materials/types-of-production-systems/">https://themba.institute/management-of-machines-and-materials/types-of-production-systems/</a></li><li>3. Homework  Identify how do lean, cellular, and flexible manufacturing systems complement each other?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  What defines the core principles of lean manufacturing?  How do cellular manufacturing systems optimize production flow?  How do flexible manufacturing systems leverage advanced technologies?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No. 5</b>	<b>Course Name: Operations Management</b>  <b>Topic: Production and Operations Management Systems contd.....</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the concept of Production and Operations Management System b. Explain the types of Production and Operations Management Systems
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	<p>1. <b>Introduction</b> (10 minutes)</p> <ul style="list-style-type: none"> <li>- Ask questions What are the primary types of production systems in modern manufacturing? How do different production systems impact organizational efficiency?</li> <li>- List down the types of Operations Management and talk about their impact on organisational efficiency.</li> </ul> <p>2. <b>Development</b> (30 minutes)</p> <ul style="list-style-type: none"> <li>a) Introduction <ul style="list-style-type: none"> <li>- Give a recap of the concept of Operation System and previously discussed types of operation system</li> </ul> </li> <li>b) Types of Operations System <ul style="list-style-type: none"> <li>- Interpret the types of Production/Operation System <ul style="list-style-type: none"> <li>• Continuous Process Production Characteristics: <ul style="list-style-type: none"> <li>· Uninterrupted production</li> <li>· High volume, low variety</li> <li>· Continuous flow processes</li> <li>· Rigorous quality control</li> <li>· High capital investment</li> </ul> </li> <li>• Just-in-Time Production Characteristics: <ul style="list-style-type: none"> <li>· Minimized inventory</li> <li>· Demand-driven production</li> <li>· Reduced lead times</li> </ul> </li> </ul> </li> </ul> </li> </ul>



	<ul style="list-style-type: none"><li>· Efficient use of resources</li><li>· Close supplier relationships</li><li>• Make-to-Order and Engineer-to-Order Characteristics:<ul style="list-style-type: none"><li>· High customization</li><li>· Products built to order</li><li>· Longer lead times</li><li>· Detailed customer specifications</li><li>· Variability in production</li></ul></li></ul> <p>Exercise (5 minutes) – Quiz (Oral)</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://theintactone.com/2019/06/16/pom-u1-topic-2-types-of-production-systems/#goog_rewarded">https://theintactone.com/2019/06/16/pom-u1-topic-2-types-of-production-systems/#goog_rewarded</a> <a href="https://themba.institute/management-of-machines-and-materials/types-of-production-systems/">https://themba.institute/management-of-machines-and-materials/types-of-production-systems/</a></li><li>3. Homework  Differentiate the JIT, MTO and Continuous Process Production Systems considering their benefits and limitations.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  How does JIT eliminate waste in production processes?  How do make-to-order systems enhance customer customization?  What industries most effectively utilize continuous production approaches?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No. 6</b>	<b>Course Name: Operations Management</b> <b>Topic: Product Design</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the concept of Product Design b. Discuss the process of Product Design c. Interpret the key features of Product Design d. Explain the types of Product Design e. Infer the elements of Product Design f. Identify the essentials for Effective Product Design
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by product? What do you mean by product design? - Talk about product and product design.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the formal concept of product design  b) Product Design - Discuss the process of Product Design <ul style="list-style-type: none"><li>• Idea Generation</li><li>• User Research and Analysis</li><li>• Concept Development</li><li>• Prototyping and Testing</li><li>• Production and Launch</li><li>• Supply Chain Logistics</li><li>• Labor Availability</li></ul> - Interpret the key features of Product Design <ul style="list-style-type: none"><li>• Simplicity</li><li>• Functionality</li><li>• Cost Effectiveness</li><li>• Aesthetic Appeal</li><li>• Sustainability</li><li>• Longevity</li></ul>



	<ul style="list-style-type: none"><li>• Modularity</li><li>- Explain the types of Product Design<ul style="list-style-type: none"><li>• Custom product design</li><li>• Standardised product design</li><li>• Modular product design</li><li>• Eco-friendly product design</li></ul></li><li>- Infer the elements of Product Design<ul style="list-style-type: none"><li>• Identifying the target market</li><li>• Understanding the customer's needs</li><li>• Conceptualizing the product</li><li>• Creating a prototype</li><li>• Testing the product</li><li>• Refining the design based on feedback</li></ul></li><li>- Identify the essentials for Effective Product Design<ul style="list-style-type: none"><li>• It should serve a purpose</li><li>• Too much is always not good</li><li>• Solve existing problems</li><li>• Focus on details</li><li>• The last leg is critical</li></ul></li></ul> <p>Exercise (5 minutes) – Summarising</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.upgrad.com/blog/product-design-in-operations-management/">https://www.upgrad.com/blog/product-design-in-operations-management/</a> <a href="https://www.geeksforgeeks.org/a-complete-overview-of-product-design/#importance-of-product-design">https://www.geeksforgeeks.org/a-complete-overview-of-product-design/#importance-of-product-design</a></li><li>3. Homework  Write about the Challenges of Integrating New Technologies into Product Design.  Spend 5 minutes to wrap up and consolidate the learnings</li></ol>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  How Does Product Design Influence Supply Chain Efficiency?</li></ol>



	<p>What Role Does Sustainability Play in Modern Product Design? How Do Cultural Differences Affect Global Product Design Strategies? What Is the Role of User Feedback in Iterative Product Design? How Does Market Research Inform Product Design Innovations?</p> <p>2. Conduct Discussion</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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<b>Lesson Plan No. 7</b>	<b>Course Name: Operations Management</b> <b>Topic: Product Design contd.....</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the concept of Product Design b. Discuss the process of Product Design c. Interpret the key features of Product Design d. Explain the types of Product Design e. Infer the elements of Product Design f. Identify the essentials for Effective Product Design
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by product? What do you mean by product design? - Talk about product and product design.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the formal concept of product design  b) Product Design - Discuss the process of Product Design <ul style="list-style-type: none"><li>• Idea Generation</li><li>• User Research and Analysis</li><li>• Concept Development</li><li>• Prototyping and Testing</li><li>• Production and Launch</li><li>• Supply Chain Logistics</li><li>• Labor Availability</li></ul> - Interpret the key features of Product Design <ul style="list-style-type: none"><li>• Simplicity</li><li>• Functionality</li><li>• Cost Effectiveness</li><li>• Aesthetic Appeal</li><li>• Sustainability</li><li>• Longevity</li></ul>



	<ul style="list-style-type: none"><li>• Modularity</li><li>- Explain the types of Product Design<ul style="list-style-type: none"><li>• Custom product design</li><li>• Standardised product design</li><li>• Modular product design</li><li>• Eco-friendly product design</li></ul></li><li>- Infer the elements of Product Design<ul style="list-style-type: none"><li>• Identifying the target market</li><li>• Understanding the customer's needs</li><li>• Conceptualizing the product</li><li>• Creating a prototype</li><li>• Testing the product</li><li>• Refining the design based on feedback</li></ul></li><li>- Identify the essentials for Effective Product Design<ul style="list-style-type: none"><li>• It should serve a purpose</li><li>• Too much is always not good</li><li>• Solve existing problems</li><li>• Focus on details</li><li>• The last leg is critical</li></ul></li></ul> <p>Exercise (5 minutes) – Summarising</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.upgrad.com/blog/product-design-in-operations-management/">https://www.upgrad.com/blog/product-design-in-operations-management/</a> <a href="https://www.geeksforgeeks.org/a-complete-overview-of-product-design/#importance-of-product-design">https://www.geeksforgeeks.org/a-complete-overview-of-product-design/#importance-of-product-design</a></li><li>3. Homework  Write about the Challenges of Integrating New Technologies into Product Design.  Spend 5 minutes to wrap up and consolidate the learnings</li></ol>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  How Does Product Design Influence Supply Chain Efficiency?</li></ol>



	<p>What Role Does Sustainability Play in Modern Product Design? How Do Cultural Differences Affect Global Product Design Strategies? What Is the Role of User Feedback in Iterative Product Design? How Does Market Research Inform Product Design Innovations?</p> <p>2. Conduct Discussion</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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<b>Lesson Plan No. 8</b>	<b>Course Name: Operations Management</b> <b>Topic: Process Design</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the concept of Process Design b. Discuss the process design planning c. Interpret the objectives of Process Design d. Explain the challenges of Process Design e. Infer the types of Process Design
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by process design? What is the significance of process design? - Talk about process design and its significance.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the formal concept of process design  b) Process Design - Discuss the process design planning <ul style="list-style-type: none"><li>• Determining the requirements</li><li>• Creating the plan</li><li>• Building the team</li><li>• Implementing the plan</li><li>• Monitoring the process</li><li>• Audit</li></ul> - Interpret the objectives of Process Design <ul style="list-style-type: none"><li>• Prioritise better outcomes</li><li>• Improve efficiency</li><li>• Dodge the disorder</li><li>• Ensure accountability</li><li>• Simplify collaboration</li></ul> - Explain the challenges of Process Design



	<ul style="list-style-type: none"><li>• Uncertainty</li><li>• Incomplexity</li><li>• Inexperience</li><li>• Lack of tools</li><li>• Time constraints</li></ul> <p>- Infer the types of Process Design</p> <ul style="list-style-type: none"><li>• Project Design</li><li>• Job Shop Design</li><li>• Batch Design</li><li>• Repetitive Design</li><li>• Continuous Design</li><li>• Hybrid Design</li></ul> <p>Exercise (5 minutes) – One Minute Paper</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.edureka.co/blog/process-design-in-operations-management/">https://www.edureka.co/blog/process-design-in-operations-management/</a> <a href="https://pressbooks.senecapolytechnic.ca/operationsmanagement/chapter/process-design/">https://pressbooks.senecapolytechnic.ca/operationsmanagement/chapter/process-design/</a></li><li>3. Homework Write about the role of technology in modern process design.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions What are the first steps in implementing the new process? Where are the specific input requirements for the process? How can process design improve customer satisfaction?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No. 9</b>	<b>Course Name: Operations Management</b> <b>Topic: Process Design contd....</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the concept of Process Design b. Discuss the process design planning c. Interpret the objectives of Process Design d. Explain the challenges of Process Design e. Infer the types of Process Design
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by process design? What is the significance of process design? - Talk about process design and its significance.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the formal concept of process design  b) Process Design - Discuss the process design planning <ul style="list-style-type: none"><li>• Determining the requirements</li><li>• Creating the plan</li><li>• Building the team</li><li>• Implementing the plan</li><li>• Monitoring the process</li><li>• Audit</li></ul> - Interpret the objectives of Process Design <ul style="list-style-type: none"><li>• Prioritise better outcomes</li><li>• Improve efficiency</li><li>• Dodge the disorder</li><li>• Ensure accountability</li><li>• Simplify collaboration</li></ul> - Explain the challenges of Process Design



	<ul style="list-style-type: none"><li>• Uncertainty</li><li>• Incomplexity</li><li>• Inexperience</li><li>• Lack of tools</li><li>• Time constraints</li></ul> <p>- Infer the types of Process Design</p> <ul style="list-style-type: none"><li>• Project Design</li><li>• Job Shop Design</li><li>• Batch Design</li><li>• Repetitive Design</li><li>• Continuous Design</li><li>• Hybrid Design</li></ul> <p>Exercise (5 minutes) – One Minute Paper</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.edureka.co/blog/process-design-in-operations-management/">https://www.edureka.co/blog/process-design-in-operations-management/</a> <a href="https://pressbooks.senecapolytechnic.ca/operationsmanagement/chapter/process-design/">https://pressbooks.senecapolytechnic.ca/operationsmanagement/chapter/process-design/</a></li><li>3. Homework Write about the role of technology in modern process design.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions What are the first steps in implementing the new process? Where are the specific input requirements for the process? How can process design improve customer satisfaction?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No. 10</b>	<b>Course Name: Operations Management</b>  <b>Topic: Service Operations Management: Classification and Characteristics of Services</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the concept of Service Operations Management b. Discuss the Principles Service Operations Manager Need to Follow c. Interpret the Challenges for Service Operations Manager d. Describe the concept of Services e. Explain the Characteristics of Services f. Infer the Classification of Services g. Differentiate between services and goods
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by services? What are the features of services? - Talk about services and its features.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the formal concept of services and service operations management.  b) Services Operations Management - Discuss the Principles Service Operations Manager Need to Follow <ul style="list-style-type: none"><li>• Reality</li><li>• Organization</li><li>• Humility</li><li>• Success</li><li>• Accountability</li><li>• Causality</li><li>• Fundamentals</li><li>• Variance</li><li>• Managed Passion</li><li>• Change</li></ul>



	<ul style="list-style-type: none"><li>- Interpret the Challenges for Service Operations Manager<ul style="list-style-type: none"><li>• Interacting with various departments that are frequently not in the office</li><li>• Ensuring that all parties have easy access to essential information and data</li><li>• Providing feedback and updates in real-time</li><li>• Capturing and reporting on metrics around the teams they support</li><li>• Creating long-term, efficient working procedures to improve performance</li></ul></li><li>- Explain the Characteristics of Services<ul style="list-style-type: none"><li>• Intangibility</li><li>• Inseparability</li><li>• Perishability</li><li>• Heterogeneity</li><li>• Customer Participation</li></ul></li><li>- Infer the Classification of Services<ul style="list-style-type: none"><li>• Personal Services</li><li>• Professional Services</li><li>• Business Services</li><li>• Government Services</li><li>• Customer Services</li></ul></li><li>- Differentiate between services and goods</li></ul> <p>Exercise (5 minutes) – Just a Minute (JAM)</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://safetyculture.com/topics/service-operations-management/">https://safetyculture.com/topics/service-operations-management/</a> <a href="https://plutuseducation.com/blog/what-is-service/">https://plutuseducation.com/blog/what-is-service/</a></li><li>3. Homework  Write about how does technology impact the service industry?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>



<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  What is service in simple terms? What is customer service? What are examples of services? Why are services important for businesses? What is the difference between goods and services? What are the challenges in the service sector?</li><li>2. Conduct Discussion  Spend 5 minutes to evaluate student assimilation of the lesson contents</li></ol>
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<b>Lesson Plan No.</b> 11	<b>Course Name: Operations Management</b>  <b>Topic: Service Operations Management: Classification and Characteristics of Services contd....</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the concept of Service Operations Management b. Discuss the Principles Service Operations Manager Need to Follow c. Interpret the Challenges for Service Operations Manager d. Describe the concept of Services e. Explain the Characteristics of Services f. Infer the Classification of Services g. Differentiate between services and goods
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by services? What are the features of services? - Talk about services and its features.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the formal concept of services and service operations management.  b) Services Operations Management - Discuss the Principles Service Operations Manager Need to Follow <ul style="list-style-type: none"><li>• Reality</li><li>• Organization</li><li>• Humility</li><li>• Success</li><li>• Accountability</li><li>• Causality</li><li>• Fundamentals</li><li>• Variance</li><li>• Managed Passion</li><li>• Change</li></ul>



	<ul style="list-style-type: none"><li>- Interpret the Challenges for Service Operations Manager<ul style="list-style-type: none"><li>• Interacting with various departments that are frequently not in the office</li><li>• Ensuring that all parties have easy access to essential information and data</li><li>• Providing feedback and updates in real-time</li><li>• Capturing and reporting on metrics around the teams they support</li><li>• Creating long-term, efficient working procedures to improve performance</li></ul></li><li>- Explain the Characteristics of Services<ul style="list-style-type: none"><li>• Intangibility</li><li>• Inseparability</li><li>• Perishability</li><li>• Heterogeneity</li><li>• Customer Participation</li></ul></li><li>- Infer the Classification of Services<ul style="list-style-type: none"><li>• Personal Services</li><li>• Professional Services</li><li>• Business Services</li><li>• Government Services</li><li>• Customer Services</li></ul></li><li>- Differentiate between services and goods</li></ul> <p>Exercise (5 minutes) – Just a Minute (JAM)</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://safetyculture.com/topics/service-operations-management/">https://safetyculture.com/topics/service-operations-management/</a> <a href="https://plutuseducation.com/blog/what-is-service/">https://plutuseducation.com/blog/what-is-service/</a></li><li>3. Homework  Write about how does technology impact the service industry?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>



<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  What is service in simple terms? What is customer service? What are examples of services? Why are services important for businesses? What is the difference between goods and services? What are the challenges in the service sector?</li><li>2. Conduct Discussion  Spend 5 minutes to evaluate student assimilation of the lesson contents</li></ol>
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<b>Lesson Plan No.</b> 12	<b>Course Name: Operations Management</b>  <b>Topic: Designing Service Process</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the concept of Service Process b. Discuss the Characteristics of Service Process c. Infer the Steps in Designing of Service Process d. Interpret the Elements of Service Process e. Articulate the Decisions required for Planning a Service Process f. Explain the Challenges in Designing a Service Process
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board c. Caselet
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by service design? What is the significance of service design process? - Talk about service design and its significance.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the formal concept of service design process.  b) Services Design Process - Discuss the Characteristics of Service Process <ul style="list-style-type: none"><li>• Awareness</li><li>• Complexity</li><li>• Service location</li><li>• Customer participation</li><li>• The service itself</li></ul> - Infer the Steps in Designing of Service Process <ul style="list-style-type: none"><li>• Flow Charting</li><li>• Service Blueprinting</li><li>• Identify Failure Points</li><li>• Failure Proofing</li><li>• Setting Service Targets</li><li>• Service Process Redesign</li><li>• Managing Customers Effectively</li></ul>



	<ul style="list-style-type: none"><li>- Interpret the Elements of Service Process<ul style="list-style-type: none"><li>• People</li><li>• Process</li><li>• Physical evidence</li></ul></li> <li>- Articulate the Decisions required for Planning a Service Process<ul style="list-style-type: none"><li>• The layout design</li><li>• Equipment</li><li>• The organisational structure</li><li>• Technology</li><li>• Training and development needs</li><li>• The customer service policies</li></ul></li> <li>- Explain the Challenges in Designing a Service Process<ul style="list-style-type: none"><li>• Oversimplification</li><li>• Subjectivity</li><li>• Incompleteness</li><li>• Biased interpretation</li></ul></li></ul> <p>Exercise (5 minutes) – Caselet</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://parsadi.com/service-process/">https://parsadi.com/service-process/</a> <a href="https://egyankosh.ac.in/bitstream/123456789/90372/1/Unit-10.pdf">https://egyankosh.ac.in/bitstream/123456789/90372/1/Unit-10.pdf</a> <a href="https://www.geeksforgeeks.org/what-is-service-design/">https://www.geeksforgeeks.org/what-is-service-design/</a> <a href="https://dovetail.com/ux/service-design/">https://dovetail.com/ux/service-design/</a></li><li>3. Homework What are the challenges associated in designing service processes?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions What do you mean by service process? What are the elements of a service process? How blueprinting is significant in designing a service process?</li></ol>



	<p>2. Conduct Discussion</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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<b>Lesson Plan No.</b> 13	<b>Course Name: Operations Management</b>  <b>Topic: Designing Service Process contd...</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the concept of Service Process b. Discuss the Characteristics of Service Process c. Infer the Steps in Designing of Service Process d. Interpret the Elements of Service Process e. Articulate the Decisions required for Planning a Service Process f. Explain the Challenges in Designing a Service Process
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board c. Caselet
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by service design? What is the significance of service design process? - Talk about service design and its significance.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the formal concept of service design process.  b) Services Design Process - Discuss the Characteristics of Service Process <ul style="list-style-type: none"><li>• Awareness</li><li>• Complexity</li><li>• Service location</li><li>• Customer participation</li><li>• The service itself</li></ul> - Infer the Steps in Designing of Service Process <ul style="list-style-type: none"><li>• Flow Charting</li><li>• Service Blueprinting</li><li>• Identify Failure Points</li><li>• Failure Proofing</li><li>• Setting Service Targets</li><li>• Service Process Redesign</li></ul>



	<ul style="list-style-type: none"><li>• Managing Customers Effectively</li><li>- Interpret the Elements of Service Process<ul style="list-style-type: none"><li>• People</li><li>• Process</li><li>• Physical evidence</li></ul></li><li>- Articulate the Decisions required for Planning a Service Process<ul style="list-style-type: none"><li>• The layout design</li><li>• Equipment</li><li>• The organisational structure</li><li>• Technology</li><li>• Training and development needs</li><li>• The customer service policies</li></ul></li><li>- Explain the Challenges in Designing a Service Process<ul style="list-style-type: none"><li>• Oversimplification</li><li>• Subjectivity</li><li>• Incompleteness</li><li>• Biased interpretation</li></ul></li></ul> <p>Exercise (5 minutes) – Caselet</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://parsadi.com/service-process/">https://parsadi.com/service-process/</a> <a href="https://egyankosh.ac.in/bitstream/123456789/90372/1/Unit-10.pdf">https://egyankosh.ac.in/bitstream/123456789/90372/1/Unit-10.pdf</a> <a href="https://www.geeksforgeeks.org/what-is-service-design/">https://www.geeksforgeeks.org/what-is-service-design/</a> <a href="https://dovetail.com/ux/service-design/">https://dovetail.com/ux/service-design/</a></li><li>3. Homework What are the challenges associated in designing service processes?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions What do you mean by service process? What are the elements of a service process? How blueprinting is significant in designing a service process?</li></ol>



	<p>2. Conduct Discussion</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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<b>Lesson Plan No.</b> <b>14</b>	<b>Course Name: Operations Management</b>  <b>Topic: Service Gaps Model</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the concept of Service Gaps Model b. Explain the components of Service Gaps Model c. Discuss the examples of Service Gaps Model d. Interpret the use of Service Gaps Model e. Infer the benefits of Service Gaps Model
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	<ol style="list-style-type: none"><li>1. <b>Introduction</b> (10 minutes)<ul style="list-style-type: none"><li>- Ask questions What do you mean by service Gaps? Why is it essential to identify the service Gaps?</li><li>- Talk about service gaps and need to identify service gaps.</li></ul></li><li>2. <b>Development</b> (30 minutes)<ol style="list-style-type: none"><li>a) Introduction<ul style="list-style-type: none"><li>- Introduce the formal concept of service gaps model.</li></ul></li><li>b) Services Gaps Model<ul style="list-style-type: none"><li>- Explain the components of Service Gaps Model<ul style="list-style-type: none"><li>• Knowledge Gap</li><li>• Policy Gap</li><li>• Delivery Gap</li><li>• Communication Gap</li><li>• Perception Gap</li></ul></li><li>- Discuss the examples of Service Gaps Model</li><li>- Interpret the use of Service Gaps Model<ul style="list-style-type: none"><li>• Identify the gaps</li><li>• Address the root causes</li><li>• Develop improvement strategies</li></ul></li><li>- Infer the benefits of Service Gaps Model<ul style="list-style-type: none"><li>• Improved customer satisfaction</li><li>• Enhanced service quality</li><li>• Proactive problem-solving</li></ul></li></ul></li></ol></li></ol>



	Exercise (5 minutes) – Think-Pair-Share
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.mbaknol.com/marketing-management/the-gap-model-of-service-quality/">https://www.mbaknol.com/marketing-management/the-gap-model-of-service-quality/</a> <a href="https://forms.app/en/blog/gap-model-of-service">https://forms.app/en/blog/gap-model-of-service</a></li><li>3. Homework How Gaps model is significant in improving customer satisfaction?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions What is Gap 5 in Gap model of service quality? Is gaps model a strategy? How? Why gaps model is used to enhance service quality?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 15	<b>Course Name: Operations Management</b>  <b>Topic: Service Gaps Model contd....</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to: <ul style="list-style-type: none"> <li>a. Describe the concept of Service Gaps Model</li> <li>b. Explain the components of Service Gaps Model</li> <li>c. Discuss the examples of Service Gaps Model</li> <li>d. Interpret the use of Service Gaps Model</li> <li>e. Infer the benefits of Service Gaps Model</li> </ul>
<b>Teaching Aids (if any)</b>	<ul style="list-style-type: none"> <li>a. Power Point Presentation</li> <li>b. White Board</li> </ul>
<b>Teaching Development</b>	<ol style="list-style-type: none"> <li>1. <b>Introduction</b> (10 minutes) <ul style="list-style-type: none"> <li>- Ask questions What do you mean by service Gaps? Why is it essential to identify the service Gaps?</li> <li>- Talk about service gaps and need to identify service gaps.</li> </ul> </li> <li>2. <b>Development</b> (30 minutes) <ol style="list-style-type: none"> <li>a) Introduction <ul style="list-style-type: none"> <li>- Introduce the formal concept of service gaps model.</li> </ul> </li> <li>b) Services Gaps Model <ul style="list-style-type: none"> <li>- Explain the components of Service Gaps Model <ul style="list-style-type: none"> <li>• Knowledge Gap</li> <li>• Policy Gap</li> <li>• Delivery Gap</li> <li>• Communication Gap</li> <li>• Perception Gap</li> </ul> </li> <li>- Discuss the examples of Service Gaps Model</li> <li>- Interpret the use of Service Gaps Model <ul style="list-style-type: none"> <li>• Identify the gaps</li> <li>• Address the root causes</li> <li>• Develop improvement strategies</li> </ul> </li> <li>- Infer the benefits of Service Gaps Model <ul style="list-style-type: none"> <li>• Improved customer satisfaction</li> <li>• Enhanced service quality</li> </ul> </li> </ul></li></ol> </li> </ol>



	<ul style="list-style-type: none"><li>• Proactive problem-solving</li></ul> <p>Exercise (5 minutes) – Think-Pair-Share</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.mbaknol.com/marketing-management/the-gap-model-of-service-quality/">https://www.mbaknol.com/marketing-management/the-gap-model-of-service-quality/</a> <a href="https://forms.app/en/blog/gap-model-of-service">https://forms.app/en/blog/gap-model-of-service</a></li><li>3. Homework How Gaps model is significant in improving customer satisfaction?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions What is Gap 5 in Gap model of service quality? Is gaps model a strategy? How? Why gaps model is used to enhance service quality?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 16	<b>Course Name: Operations Management</b>  <b>Topic: Service Blueprint and Service Quality</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the concept of Service Blueprint b. Explain the elements of Service Blueprint c. Infer the benefits of Service Blueprint d. Interpret the applications of Service Blueprint e. Discuss the examples of Service Blueprint f. Identify the role of Service Blueprint in improving service quality
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by service blueprint? What do you mean by service quality? - Talk about service blueprint. - Talk about service quality.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the formal concept of service blueprint  b) Services Blueprint and Service Quality - Explain the elements of Service Blueprint <ul style="list-style-type: none"><li>• Customer actions</li><li>• Onstage/ visible contact employee actions</li><li>• Backstage/ invisible contact employee actions</li><li>• Support processes</li><li>• Physical evidence</li><li>• Lines</li><li>• Arrows</li></ul> - Infer the benefits of Service Blueprint <ul style="list-style-type: none"><li>• Streamlined service delivery</li><li>• Enhanced customer experience</li><li>• Improved service design and innovation</li><li>• Measurement and performance evaluation</li></ul>



	<ul style="list-style-type: none"><li>• Cross-functional collaboration</li><li>• Training and employee empowerment</li><li>• Service recovery and problem-solving</li></ul> <ul style="list-style-type: none"><li>- Interpret the applications of Service Blueprint<ul style="list-style-type: none"><li>• Service Design</li><li>• Customer Experience Management</li><li>• Process Optimization</li><li>• Service Innovation</li><li>• Employee Training and Onboarding</li><li>• Service Recovery</li><li>• Cross-functional Collaboration</li><li>• Performance Measurement and Evaluation</li></ul></li><li>- Discuss the examples of Service Blueprint</li><li>- Identify the role of Service Blueprint in improving service quality<ul style="list-style-type: none"><li>• Identifying areas of improvement</li><li>• Understanding customer perspective</li><li>• Process optimization</li><li>• Cross-functional collaboration</li><li>• Proactive problem-solving</li><li>• Employee training and development</li></ul></li></ul> <p>Exercise (5 minutes) – Summarising</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://creately.com/guides/what-is-a-service-blueprint/">https://creately.com/guides/what-is-a-service-blueprint/</a> <a href="https://aguayo.co/en/blog-aguayo-user-experience/service-blueprint-definition-and-usage/">https://aguayo.co/en/blog-aguayo-user-experience/service-blueprint-definition-and-usage/</a></li><li>3. Homework  How can service blueprints contribute to service innovation and new service development?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions</li></ol>



	<p>How can service blueprints help identify and improve customer touchpoints? How can organizations effectively implement and maintain service blueprints?</p> <p>2. Conduct Discussion</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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<b>Lesson Plan No.</b> 17	<b>Course Name: Operations Management</b>  <b>Topic: Service Blueprint and Service Quality contd.....</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the concept of Service Blueprint b. Explain the elements of Service Blueprint c. Infer the benefits of Service Blueprint d. Interpret the applications of Service Blueprint e. Discuss the examples of Service Blueprint f. Identify the role of Service Blueprint in improving service quality
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by service blueprint? What do you mean by service quality? - Talk about service blueprint. - Talk about service quality.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the formal concept of service blueprint  b) Services Blueprint and Service Quality - Explain the elements of Service Blueprint <ul style="list-style-type: none"><li>• Customer actions</li><li>• Onstage/ visible contact employee actions</li><li>• Backstage/ invisible contact employee actions</li><li>• Support processes</li><li>• Physical evidence</li><li>• Lines</li><li>• Arrows</li></ul> - Infer the benefits of Service Blueprint <ul style="list-style-type: none"><li>• Streamlined service delivery</li><li>• Enhanced customer experience</li><li>• Improved service design and innovation</li><li>• Measurement and performance evaluation</li></ul>



	<ul style="list-style-type: none"><li>• Cross-functional collaboration</li><li>• Training and employee empowerment</li><li>• Service recovery and problem-solving</li></ul> <ul style="list-style-type: none"><li>- Interpret the applications of Service Blueprint<ul style="list-style-type: none"><li>• Service Design</li><li>• Customer Experience Management</li><li>• Process Optimization</li><li>• Service Innovation</li><li>• Employee Training and Onboarding</li><li>• Service Recovery</li><li>• Cross-functional Collaboration</li><li>• Performance Measurement and Evaluation</li></ul></li><li>- Discuss the examples of Service Blueprint</li><li>- Identify the role of Service Blueprint in improving service quality<ul style="list-style-type: none"><li>• Identifying areas of improvement</li><li>• Understanding customer perspective</li><li>• Process optimization</li><li>• Cross-functional collaboration</li><li>• Proactive problem-solving</li><li>• Employee training and development</li></ul></li></ul> <p>Exercise (5 minutes) – Summarising</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://creately.com/guides/what-is-a-service-blueprint/">https://creately.com/guides/what-is-a-service-blueprint/</a> <a href="https://aguayo.co/en/blog-aguayo-user-experience/service-blueprint-definition-and-usage/">https://aguayo.co/en/blog-aguayo-user-experience/service-blueprint-definition-and-usage/</a></li><li>3. Homework  How can service blueprints contribute to service innovation and new service development?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions</li></ol>



	<p>How can service blueprints help identify and improve customer touchpoints? How can organizations effectively implement and maintain service blueprints?</p> <p>2. Conduct Discussion</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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<b>Lesson Plan No.</b> 18	<b>Course Name: Operations Management</b>  <b>Topic: Service Capacity</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the concept of Service Capacity b. Interpret the types of Service Capacity Planning c. Explain the importance of Service Capacity d. Infer the factors affecting of Service Capacity e. Discuss the steps for Service Capacity Planning f. Interpret the Techniques of Service Capacity Planning g. Identify the challenges in Service Capacity Planning
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by service capacity? What is the significance of service capacity? - Talk about service capacity and its significance.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the formal concept of service capacity  b) Services Capacity - Interpret the types of Service Capacity Planning <ul style="list-style-type: none"><li>• On the basis of strategy</li><li>• On the basis of time frame</li><li>• Other types</li></ul> - Explain the importance of Service Capacity <ul style="list-style-type: none"><li>• Meeting Customer Demand</li><li>• Resource Optimization</li><li>• Competitive Advantage</li><li>• Improved Forecasting</li><li>• Risk Mitigation</li><li>• Cost Efficiency</li><li>• Strategic Decision Making</li><li>• Flexibility and Scalability</li></ul>



	<ul style="list-style-type: none"><li>- Infer the factors affecting of Service Capacity<ul style="list-style-type: none"><li>• Demand Patterns</li><li>• Service Design</li><li>• Employee Skills and Availability</li><li>• Facility Layout and Location</li><li>• Technology Integration</li></ul></li> <li>- Discuss the steps for Service Capacity Planning<ul style="list-style-type: none"><li>• Assess Current Capacity</li><li>• Analyze Demand Forecasts</li><li>• Identify Capacity Constraints</li><li>• Develop Capacity Strategies</li><li>• Monitor and Adjust</li></ul></li> <li>- Interpret the Techniques of Service Capacity Planning<ul style="list-style-type: none"><li>• Forecasting Models</li><li>• Simulation Modeling</li><li>• Queuing Theory</li><li>• Scenario Theory</li></ul></li> <li>- Identify the challenges in Service Capacity Planning<ul style="list-style-type: none"><li>• Uncertain Demand</li><li>• Skill Shortages</li><li>• Technological Changes</li><li>• Cost Constraints</li></ul></li></ul> <p>Exercise (5 minutes) – Caselet</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.studyterrain.com/2023/07/service-capacity-planning.html">https://www.studyterrain.com/2023/07/service-capacity-planning.html</a> <a href="https://theintactone.com/2019/03/02/om-u2-topic-5-service-capacity-planning/">https://theintactone.com/2019/03/02/om-u2-topic-5-service-capacity-planning/</a></li><li>3. Homework  How can service capacity planning contribute to operational success of the businesses?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>



<b>Evaluation</b>	<p>1. Reflective Questions</p> <p>What is capacity planning for operations management? Why is capacity planning important in operations management? What are types of capacity planning in operations management?</p> <p>2. Conduct Discussion</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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<b>Lesson Plan No.</b> <b>19</b>	<b>Course Name: Operations Management</b> <b>Topic: Yield Management</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the concept of Yield Management b. Interpret the key aspects of Yield Management c. Explain the examples of Yield Management d. Differentiate between Yield Management and Revenue Management e. Infer the factors affecting Yield Management f. Discuss the importance of Yield Management g. Identify the drawbacks of Yield Management
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by yield management? What is the significance of yield management? - Talk about yield management and its significance.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the formal concept of yield management  b) Yield Management - Interpret the key aspects of Yield Management <ul style="list-style-type: none"><li>• Demand forecasting</li><li>• Market segmentation</li><li>• Dynamic pricing</li><li>• Inventory control</li><li>• Overbooking strategy</li></ul> - Explain the examples of Yield Management  - Differentiate between Yield Management and Revenue Management  - Infer the factors affecting Yield Management <ul style="list-style-type: none"><li>• Demand</li></ul>



	<ul style="list-style-type: none"><li>• Competition</li><li>• Seasonality</li><li>• Customer behavior</li><li>• Technology</li></ul> <ul style="list-style-type: none"><li>- Discuss the importance of Yield Management<ul style="list-style-type: none"><li>• Improved forecasting</li><li>• Improved seasonal pricing</li><li>• Identification of new market segments</li><li>• Identification of market segment demands</li><li>• Enhanced coordination between the front office and sales divisions</li><li>• Determination of discounting activity</li><li>• Improved development of short-term and long-term business plans</li><li>• Establishment of a value-based rate structure.</li><li>• Savings in labour costs and other operating expenses</li><li>• Planned responses to guest inquiries or requests regarding reservations.</li></ul></li><li>- Identify the drawbacks of Yield Management<ul style="list-style-type: none"><li>• Complexity</li><li>• Customer perception</li><li>• Cannibalization</li></ul></li></ul> <p>Exercise (5 minutes) – One Minute Paper</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.pricinghub.net/en/definition/yield-management/">https://www.pricinghub.net/en/definition/yield-management/</a> <a href="https://hmhub.in/6th-sem-front-office-management-notes/yield-management-concept-and-importance/">https://hmhub.in/6th-sem-front-office-management-notes/yield-management-concept-and-importance/</a></li><li>3. Homework How yield management is different from revenue management?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions What do you mean by yield management?</li></ol>



	<p>How yield management is useful in services? What are the key strategies of yield management?</p> <p>2. Conduct Discussion</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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<b>Lesson Plan No.</b> <b>20</b>	<b>Course Name: Operations Management</b>  <b>Topic: Plant Location</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> <li>Explain the concept of Facility Location</li> <li>Elaborate the Objectives of Facility Location</li> <li>Describe the need for facility location planning</li> <li>Interpret the procedures and Techniques for selecting facility location</li> <li>Discuss the Strategic Importance of Facility location</li> </ol>
<b>Teaching Aids (if any)</b>	<ol style="list-style-type: none"> <li>Power Point Presentation</li> <li>White Board</li> </ol>
<b>Teaching Development</b>	<ol style="list-style-type: none"> <li><b>Introduction</b> (10 minutes)           <ul style="list-style-type: none"> <li>Ask questions               <ul style="list-style-type: none"> <li>What do you mean by facility location?</li> <li>What is the significance of facility location decision?</li> </ul> </li> <li>Talk about facility location and its significance.</li> </ul> </li> <li><b>Development</b> (30 minutes)           <ol style="list-style-type: none"> <li>Introduction               <ul style="list-style-type: none"> <li>Introduce the formal concept of facility location</li> </ul> </li> <li>Facility location               <ul style="list-style-type: none"> <li>Elaborate the Objectives of Facility Location                   <ul style="list-style-type: none"> <li>Revenue Potential from that Site</li> <li>Availability of Resources</li> <li>Tax advantages</li> <li>Reducing Cost and Production Time</li> <li>Convenient Transportation Facilities</li> <li>Suitable Environment for Employees</li> <li>Meet the Maximum Demands of Customers</li> <li>Maximum Space Utilization</li> </ul> </li> <li>Describe the need of facility location planning                   <ul style="list-style-type: none"> <li>When a new plant is to be established</li> <li>Expansion, Diversification and Decentralization of Manufacturing Activities</li> <li>Non-Renewal of Lease of Land or other Assets</li> <li>Doing away with undesirable location</li> </ul> </li> </ul> </li> <li>Interpret the procedures and techniques for selecting facility</li> </ol> </li> </ol>



	<p>location</p> <ul style="list-style-type: none"><li>• Decide on the criteria for evaluating location alternatives</li><li>• Identify important factors</li><li>• Develop location alternatives</li><li>• Evaluate the alternatives</li><li>• Make a decision and select the location</li></ul> <p>- Discuss the strategic importance of facility location</p> <ul style="list-style-type: none"><li>• Adequate supply of raw materials</li><li>• Availability of skilled and qualified workforce</li><li>• Competitive advantage</li><li>• Reduce transportation expenditure</li><li>• Improved efficiency</li></ul> <p>Exercise (5 minutes) – Caselet</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://csbapp.uncw.edu/janickit/ops370/modules/Module7.pdf">https://csbapp.uncw.edu/janickit/ops370/modules/Module7.pdf</a> <a href="https://theinvestorsbook.com/location-decision.html">https://theinvestorsbook.com/location-decision.html</a></li><li>3. Homework  Identify how do well-positioned facilities support business growth and expansion.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  How can facility location provide competitive advantages?  What analytical techniques are used in evaluating facility location alternatives?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 21	<b>Course Name: Operations Management</b>  <b>Topic: Plant Location contd...</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Explain the concept of Facility Location b. Elaborate the Objectives of Facility Location c. Describe the need for facility location planning d. Interpret the procedures and Techniques for selecting facility location e. Discuss the Strategic Importance of Facility location
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by facility location? What is the significance of facility location decision? - Talk about facility location and its significance.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the formal concept of facility location  b) Facility location - Elaborate the Objectives of Facility Location • Revenue Potential from that Site • Availability of Resources • Tax advantages • Reducing Cost and Production Time • Convenient Transportation Facilities • Suitable Environment for Employees • Meet the Maximum Demands of Customers • Maximum Space Utilization - Describe the need of facility location planning • When a new plant is to be established • Expansion, Diversification and Decentralization of Manufacturing Activities • Non-Renewal of Lease of Land or other Assets • Doing away with undesirable location - Interpret the procedures and techniques for selecting facility



	<p>location</p> <ul style="list-style-type: none"><li>• Decide on the criteria for evaluating location alternatives</li><li>• Identify important factors</li><li>• Develop location alternatives</li><li>• Evaluate the alternatives</li><li>• Make a decision and select the location</li></ul> <p>- Discuss the strategic importance of facility location</p> <ul style="list-style-type: none"><li>• Adequate supply of raw materials</li><li>• Availability of skilled and qualified workforce</li><li>• Competitive advantage</li><li>• Reduce transportation expenditure</li><li>• Improved efficiency</li></ul> <p>Exercise (5 minutes) – Caselet</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://csbapp.uncw.edu/janickit/ops370/modules/Module7.pdf">https://csbapp.uncw.edu/janickit/ops370/modules/Module7.pdf</a> <a href="https://theinvestorsbook.com/location-decision.html">https://theinvestorsbook.com/location-decision.html</a></li><li>3. Homework  Identify how do well-positioned facilities support business growth and expansion.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  How can facility location provide competitive advantages?  What analytical techniques are used in evaluating facility location alternatives?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 22	<b>Course Name: Operations Management</b>  <b>Topic: Plant Location: Factors Affecting</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Explain the factors affecting Facility Location Decision b. Elaborate the Facility Location Decision Process
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	<ol style="list-style-type: none"><li>1. <b>Introduction</b> (10 minutes)<ul style="list-style-type: none"><li>- Ask questions What are the primary considerations in facility location planning? What strategic factors determine optimal facility placement?</li><li>- List down the primary considerations in facility location planning.</li><li>- Talk about the factors determining optimal facility placement.</li></ul></li><li>2. <b>Development</b> (30 minutes)<ol style="list-style-type: none"><li>a) Introduction<ul style="list-style-type: none"><li>- Introduce the concept of optimal facility placement</li></ul></li><li>b) Facility location – Factors Affecting<ul style="list-style-type: none"><li>- Explain the factors affecting facility location decision<ul style="list-style-type: none"><li>• Product and Industry</li><li>• Availability of resources</li><li>• Proximity to consumers</li><li>• Climate conditions</li><li>• Proximity to Market</li><li>• Regulatory and Policy issues</li><li>• Labour Supply</li><li>• Free trade Zones</li><li>• Infrastructure</li><li>• Taxes</li></ul></li><li>- Elaborate the facility location decision process<ul style="list-style-type: none"><li>• Investigation</li><li>• Identification</li><li>• Evaluation</li><li>• Selection</li></ul></li></ul></li></ol></li></ol>



	<p>Exercise (5 minutes) – One Minute Paper</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://csbapp.uncw.edu/janickit/ops370/modules/Module7.pdf">https://csbapp.uncw.edu/janickit/ops370/modules/Module7.pdf</a> <a href="https://theinvestorsbook.com/location-decision.html">https://theinvestorsbook.com/location-decision.html</a></li><li>3. Homework Identify the strategic factors determining optimal facility placement.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  How do transportation infrastructure and labor availability affect location choices?  What risk factors should organizations evaluate when selecting facility locations?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 23	<b>Course Name: Operations Management</b>  <b>Topic: Factor Rating Method</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Explain the concept of Factor Rating Method b. Describe the steps of Factor Rating Method c. Discuss the examples of Factor Rating Method
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board c. Numerical Problems
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by factor rating? How factor rating is important for plant location decision? - Talk about factor rating and its importance.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the concept of factor rating  b) Factor Rating - Describe the steps of Factor Rating Method <ul style="list-style-type: none"><li>• Identify key success factors</li><li>• Assign Weights</li><li>• Develop a scale</li><li>• Assign scores</li><li>• Calculated weighted scores</li><li>• Make a recommendation</li></ul> - Discuss the numerical examples of Factor Rating Method  Exercise (5 minutes) – Summarising
<b>Closure</b>	1. Summarize the Lesson Learning Outcomes and get affirmation from students on these. 2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N.



	<p>Chary</p> <p><a href="https://ecampusontario.pressbooks.pub/fundamentalsopsmgmt/chapter/5-3-methods-for-finding-the-best-facility-location/">https://ecampusontario.pressbooks.pub/fundamentalsopsmgmt/chapter/5-3-methods-for-finding-the-best-facility-location/</a></p> <p><a href="https://notes.collegehive.in/books/production-and-operations-management/page/factor-rating-method">https://notes.collegehive.in/books/production-and-operations-management/page/factor-rating-method</a></p> <p>3. Homework Numerical problems given to solve.</p> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<p>1. Reflective Questions</p> <p>What is the process of factor rating method? What is the significance of factor rating method?</p> <p>2. Conduct Discussion</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 24	<b>Course Name: Operations Management</b>  <b>Topic: Break-Even Analysis</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Explain the concept of Break-Even Analysis b. Describe the steps of Break-Even Analysis c. Interpret the importance of Break-Even Analysis d. Discuss the examples of Break-Even Analysis
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board c. Numerical Problems
<b>Teaching Development</b>	<ol style="list-style-type: none"><li>1. <b>Introduction</b> (10 minutes)<ul style="list-style-type: none"><li>- Ask questions What do you mean by Break-even Point? How Break-even Analysis is important for plant location decision?</li><li>- Talk about Break-even Analysis and its importance.</li></ul></li><li>2. <b>Development</b> (30 minutes)<ol style="list-style-type: none"><li>a) Introduction<ul style="list-style-type: none"><li>- Introduce the concept of Break-even Analysis</li></ul></li><li>b) Break-even Analysis<ul style="list-style-type: none"><li>- Describe the steps of Break-even Analysis<ul style="list-style-type: none"><li>• Determine fixed and variable cost for each location</li><li>• Plot the cost for each location</li><li>• Select location with lowest cost for expected production volume</li></ul></li><li>- Interpret the importance of Break-even Analysis<ul style="list-style-type: none"><li>• It helps to determine remaining/unused capacity of the company once the breakeven is reached. This will help to show the maximum profit on a particular product/service that can be generated.</li><li>• It helps to determine the impact on profit on changing to automation from manual (a fixed cost replaces a variable cost).</li><li>• It helps to determine the change in profits if the price of a product is altered.</li></ul></li></ul></li></ol></li></ol>



	<ul style="list-style-type: none"><li>• It helps to determine the amount of losses that could be sustained if there is a sales downturn.</li></ul> <p>- Discuss the numerical examples of Break-even Analysis</p> <p>Exercise (5 minutes) – Summarising</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.vskills.in/certification/tutorial/locational-break-even-analysis/">https://www.vskills.in/certification/tutorial/locational-break-even-analysis/</a> <a href="https://cleartax.in/s/break-even-analysis">https://cleartax.in/s/break-even-analysis</a></li><li>3. Homework Numerical problems given to solve.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  What is the process of Break-even method? What is the significance of Break-even Analysis?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 25	<b>Course Name: Operations Management</b>  <b>Topic: Center of Gravity Method</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Explain the concept of Centre of Gravity Method b. Describe the steps of Centre of Gravity Method c. Interpret the importance of Centre of Gravity Method d. Discuss the examples of Centre of Gravity Method
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board c. Numerical Problems
<b>Teaching Development</b>	<ol style="list-style-type: none"><li>1. <b>Introduction</b> (10 minutes)<ul style="list-style-type: none"><li>- Ask questions What do you mean by Centre of Gravity? How Centre of Gravity Method is important for plant location decision?</li><li>- Talk about Centre of Gravity method and its importance.</li></ul></li><li>2. <b>Development</b> (30 minutes)<ol style="list-style-type: none"><li>a) Introduction<ul style="list-style-type: none"><li>- Introduce the concept of Centre of Gravity</li></ul></li><li>b) Centre of Gravity<ul style="list-style-type: none"><li>- Describe the steps of Centre of Gravity<ul style="list-style-type: none"><li>• Finds location of distribution center that minimizes the cost Considers:<ul style="list-style-type: none"><li>· Location of Markets</li><li>· Volume of goods shipped to those markets</li><li>· Shipping cost (or distance)</li></ul></li><li>• Place existing locations on a coordinate grid:<ul style="list-style-type: none"><li>· Grid origin and scale is arbitrary</li><li>· Maintain relative distances</li></ul></li><li>• Calculate X and Y coordinates for center of gravity:<ul style="list-style-type: none"><li>· Assumes cost is directly proportional to distance and volume</li></ul></li></ul></li></ul></li><li>- Interpret the importance of Centre of Gravity<ul style="list-style-type: none"><li>• Cost Reduction</li><li>• Enhanced Customer Service</li></ul></li></ol></li></ol>



	<ul style="list-style-type: none"><li>• Flexibility and Expansion</li><li>• Risk Mitigation</li></ul> <p>- Discuss the numerical examples of Centre of Gravity</p> <p>Exercise (5 minutes) – Summarising</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.mapize.com/center-of-gravity-method-supply-chain-optimization/">https://www.mapize.com/center-of-gravity-method-supply-chain-optimization/</a> <a href="https://theintactone.com/2019/06/17/pom-u2-topic-3-centre-of-gravity-method/#goog_rewarded">https://theintactone.com/2019/06/17/pom-u2-topic-3-centre-of-gravity-method/#goog_rewarded</a> <a href="https://courses.lumenlearning.com/suny-opmanagement/chapter/7-2-facility-location-and-layout/">https://courses.lumenlearning.com/suny-opmanagement/chapter/7-2-facility-location-and-layout/</a></li><li>3. Homework Numerical problems given to solve.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  What is the process of Centre of Gravity? What is the significance of Centre of Gravity?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 26	<b>Course Name: Operations Management</b>  <b>Topic: Factor Rating, Break-Even Analysis and Center of Gravity Method Revision of Numerical Problems</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Discuss the examples of Factor Rating Method b. Discuss the examples of Break-Even Analysis Method c. Discuss the examples of Centre of Gravity Method
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board c. Numerical Problems
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by Factor Rating? What do you mean by Break-Even Analysis? What do you mean by Centre of Gravity? - Summarise the Factor Rating, Break-Even Analysis and Centre of Gravity method  2. <b>Development</b> (30 minutes) a) Introduction - Give the recap of Factor Rating, Break-Even Analysis and Centre of Gravity method  b) Factor Rating, Break-Even Analysis and Centre of Gravity method  - Discuss the numerical examples of Factor Rating Method - Discuss the numerical examples of Break-Even Analysis - Discuss the numerical examples of Centre of Gravity  Exercise (5 minutes) – Just a Minute (JAM)
<b>Closure</b>	1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.



	<p>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary</p> <p>3. Homework Numerical problems given to solve.</p> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<p>1. Reflective Questions</p> <p>What is the relevancy of Factor Rating Method? Why Break-Even analysis is important in plant location decision? How Centre of Gravity Method is useful in plan location decision?</p> <p>2. Conduct Discussion</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 27	<b>Course Name: Operations Management</b>  <b>Topic: Plant Layout</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> <li>a. Explain the concept of facility layout</li> <li>b. Discuss the objectives of facility layout decision</li> <li>c. Elaborate the strategic importance of facility layout</li> <li>d. Interpret the factors affecting facility layout decision</li> </ol>
<b>Teaching Aids (if any)</b>	<ol style="list-style-type: none"> <li>a. Power Point Presentation</li> <li>b. White Board</li> </ol>
<b>Teaching Development</b>	<ol style="list-style-type: none"> <li>1. <b>Introduction</b> (10 minutes)           <ul style="list-style-type: none"> <li>- Ask questions What do you mean by facility layout? Why facility layout is significant for a manufacturing plant?</li> <li>- Briefly describe about facility layout.</li> <li>- Talk about the significance of facility layout.</li> </ul> </li> <li>2. <b>Development</b> (30 minutes)           <ol style="list-style-type: none"> <li>a) Introduction               <ul style="list-style-type: none"> <li>- Introduce the concept of facility layout.</li> </ul> </li> <li>b) Facility layout               <ul style="list-style-type: none"> <li>- Discuss the Objectives of facility layout                   <ul style="list-style-type: none"> <li>• To ensure optimum utilization of resources</li> <li>• To achieve economies of scale</li> <li>• To minimize production delays</li> <li>• To ensure less wastage and scrap</li> <li>• To promote effective PPC</li> <li>• To minimize accidents</li> <li>• To reduce manufacturing cycle and processing time</li> <li>• To ensure better quality products</li> <li>• To provide better customer services</li> <li>• To provide safety to men/women at work</li> <li>• To employ efficient work methods</li> <li>• To provide better working conditions</li> <li>• To reduce manufacturing and maintenance costs</li> <li>• To improve morale of employees</li> <li>• To promote specialization</li> </ul> </li> </ul> </li> <li>- Elaborate the strategic importance of facility layout</li> </ol> </li> </ol>



	<ul style="list-style-type: none"><li>• Economies in Handling</li><li>• Effective Use of Available Area</li><li>• Minimization of Production Delays</li><li>• Improved Quality Control</li><li>• Minimum Equipment Investment</li><li>• Avoidance of Bottlenecks</li><li>• Better Production Control</li><li>• Better Supervision</li><li>• Improved Utilization of Labour</li><li>• Improved Employee Morale</li><li>• Avoidance of Unnecessary and Costly Changes</li></ul> <p>- Interpret the factors affecting facility layout</p> <ul style="list-style-type: none"><li>• Policies of Management</li><li>• Location of Plant</li><li>• Nature of Product</li><li>• Availability of Floor Space</li><li>• Type of Industry</li><li>• Nature of Manufacturing Process</li><li>• Volume of production</li></ul> <p>Exercise (5 minutes) – Poll</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.spanco.com/blog/designing-an-effective-manufacturing-facility-layout/">https://www.spanco.com/blog/designing-an-effective-manufacturing-facility-layout/</a></li><li>3. Homework Identify how do emerging technologies influence modern facility layout strategies?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  How do principles like minimum movement and space utilization influence layout design? What are the core objectives of strategic facility design?</li><li>2. Conduct Discussion</li></ol>



Spend 5 minutes to evaluate student assimilation of the lesson contents
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<b>Lesson Plan No.</b> <b>28</b>	<b>Course Name: Operations Management</b> <b>Topic: Plant Layout contd....</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Explain the principles of facility layout b. Discuss the types of facility layout c. Interpret the steps for designing a manufacturing facility plan d. Elaborate the techniques of facility location installation
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	<ol style="list-style-type: none"><li>1. <b>Introduction</b> (10 minutes)<ul style="list-style-type: none"><li>- Ask questions What are the various types of facility layout? What are the essentials for designing a manufacturing facility plan?</li><li>- Give an overview of types of facility layout.</li><li>- List down the essentials for designing a manufacturing facility plan.</li></ul></li> <li>2. <b>Development</b> (30 minutes)<ol style="list-style-type: none"><li>a) Introduction<ul style="list-style-type: none"><li>- Introduce the concept of facility layout.</li></ul></li> <li>b) Facility layout<ul style="list-style-type: none"><li>- Explain the principles of facility layout<ul style="list-style-type: none"><li>• Principle of Overall Integration</li><li>• Principle of Minimum Distance</li><li>• Principle of Flow</li><li>• Principle of Cubic Space Utilization</li><li>• Principle of Satisfaction and Safety</li><li>• Principle of Flexibility</li></ul></li><li>- Discuss the types of facility layout<ul style="list-style-type: none"><li>• Plant Layout</li><li>• Process Layout</li><li>• Product Layout</li><li>• Combination Layout</li><li>• Fixed position Layout</li></ul></li><li>- Interpret the steps for designing a manufacturing facility plan<ul style="list-style-type: none"><li>• Collect background information</li></ul></li></ul></li></ol></li></ol>



	<ul style="list-style-type: none"><li>• Make a plan</li><li>• Build a rough layout</li><li>• Choose your equipment</li><li>• Refine your layout</li><li>• Review workflows</li><li>• Simulate activities</li><li>• Consider future needs</li><li>• Confirm your alignment</li></ul> <p>- Elaborate the techniques of facility location installation</p> <ul style="list-style-type: none"><li>• Techniques used in making Facility Location Decision-<ul style="list-style-type: none"><li>· Location Rating Factor Technique.</li><li>· Break-Even Analysis</li><li>· Centre of Gravity Technique.</li><li>· Transportation Model</li></ul></li><li>• Techniques used in making Facility Layout Decision-:<ul style="list-style-type: none"><li>· Block diagramming.</li><li>· Systematic Layout Planning.</li></ul></li></ul> <p>Exercise (5 minutes) – Value Line</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production and Operations Management by Kanishka Bedi Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.spanco.com/blog/designing-an-effective-manufacturing-facility-layout/">https://www.spanco.com/blog/designing-an-effective-manufacturing-facility-layout/</a></li><li>3. Homework How do different layout approaches impact production efficiency?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  What cost considerations drive layout design decisions?  How does layout design contribute to employee comfort and productivity?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 29	<b>Course Name: Operations Management</b>  <b>Topic: Quality</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the concept of Quality b. Describe the core concepts of Quality c. Discuss the dimensions of Quality d. Elaborate the importance of Quality e. Interpret the fundamental factors affecting (9 Ms) Quality
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by quality? What is the significance of quality? - Talk about quality and its significance.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the concept of Quality.  b) Quality - Describe the core concepts of quality • Customer focus • Systematic approach • Continuous improvement - Discuss the dimensions of quality • Performance • Features • Reliability • Conformance • Durability • Serviceability • Aesthetics • Perceived quality - Elaborate the importance of quality • Increased Customer Satisfaction • Cost Efficiency • Competitive Advantage



	<ul style="list-style-type: none"><li>• Compliance and Risk Management</li><li>• Continuous Improvement</li><li>• Employee Morale and Engagement</li><li>• Coherent Quality and Production of the Products</li><li>• Higher Productivity Levels</li><li>• Less Human Errors</li></ul> <p>- Interpret the fundamental factors affecting (9 Ms) quality</p> <ul style="list-style-type: none"><li>• Market</li><li>• Money</li><li>• Management</li><li>• Men</li><li>• Motivation</li><li>• Material</li><li>• Machine</li><li>• Modern information method</li><li>• Mounting product requirement</li></ul> <p>Exercise (5 minutes) – Summarising</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.qualitygurus.com/garvins-8-dimensions-of-quality/">https://www.qualitygurus.com/garvins-8-dimensions-of-quality/</a> <a href="https://phantran.net/quality-definition-and-factors-affecting-quality/">https://phantran.net/quality-definition-and-factors-affecting-quality/</a></li><li>3. Homework What is the role of quality in employee morale and engagement?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  What are the different dimensions of quality? Why quality is significant for operational efficiency? How quality contributes in effective risk management?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> <b>30</b>	<b>Course Name: Operations Management</b> <b>Topic: Quality Management</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Describe the concept of Quality Management b. Discuss the principles of Quality Management c. Explain the components of Quality Management d. Interpret the process of Quality Management
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by quality management? What can be the components of quality management? - Talk about quality management and its components.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the concept of Quality Management.  b) Quality Management - Discuss the principles of quality management • Customer Focus • Leadership • Engagement of People • Process approach • Continuous Improvement • Evidence-based decision making • Relationship Management - Explain the components of quality management • Quality Planning • Quality Control • Quality Assurance • Quality Review • Quality Improvement - Interpret the process of quality management • Set quality standards • Identify defect cause • Eliminate defect cause



	<ul style="list-style-type: none"><li>• Monitor performance</li><li>• Evaluate performance</li><li>• Improve continuously</li></ul> <p>Exercise (5 minutes) – One Minute Paper</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.indeed.com/career-advice/career-development/management-for-quality">https://www.indeed.com/career-advice/career-development/management-for-quality</a></li><li>3. Homework Identify the role of leadership in implementing a Quality Management System (QMS).</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  What is Quality Management, and why is it important for organizations? How does Quality Management impact customer satisfaction? How does continuous improvement (Kaizen) contribute to Quality Management?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 31	<b>Course Name: Operations Management</b>  <b>Topic: Total Quality Management</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> <li>a. Explain the Concept of Total Quality Management</li> <li>b. Discuss the Evolution of TQM</li> <li>c. Describe the contribution to Total Quality Management</li> <li>d. Discuss the elements of Total Quality Management</li> </ol>
<b>Teaching Aids (if any)</b>	<ol style="list-style-type: none"> <li>a. Power Point Presentation</li> <li>b. White Board</li> </ol>
<b>Teaching Development</b>	<ol style="list-style-type: none"> <li>1. <b>Introduction</b> (10 minutes)           <ul style="list-style-type: none"> <li>- Ask questions What do you mean by total quality management? What can be the elements of total quality management?</li> <li>- Talk about total quality management and its components.</li> </ul> </li>   <li>2. <b>Development</b> (30 minutes)           <ol style="list-style-type: none"> <li>a) Introduction               <ul style="list-style-type: none"> <li>- Introduce the concept of Total Quality Management.</li> </ul> </li>   <li>b) Total Quality Management               <ul style="list-style-type: none"> <li>- Discuss the evolution of total quality management</li> <li>- Describe the contribution to total quality management                   <ul style="list-style-type: none"> <li>• <b>W. Edwards Deming</b> – Emphasized process improvement &amp; the <b>PDCA Cycle</b>.</li> <li>• <b>Joseph Juran</b> – Defined quality as "fitness for use" and introduced the <b>Juran Trilogy</b>.</li> <li>• <b>Philip Crosby</b> – Promoted the <b>Zero Defects concept</b>.</li> <li>• <b>Kaoru Ishikawa</b> – Developed the <b>Fishbone Diagram</b> for root cause analysis</li> </ul> </li> <li>- Discuss the elements of total quality management                   <ul style="list-style-type: none"> <li>• A sustained management commitment to quality.</li> <li>• Total Focus on the Customer.</li> <li>• Preventing rather than detecting Defects.</li> <li>• Universal Quality Responsibility</li> <li>• Quality Measurement</li> <li>• Continuous Improvement</li> <li>• Root Cause Corrective Actions</li> </ul> </li> </ul> </li> </ol> </li> </ol>



	Exercise (5 minutes) – Caselet
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary <a href="http://www.fmtvaranasi.edu.in/sites/default/files/TQM.pdf">http://www.fmtvaranasi.edu.in/sites/default/files/TQM.pdf</a> <a href="https://oms.bdu.ac.in/ec/admin/contents/160_P16MBA18_2020051812_512021.pdf">https://oms.bdu.ac.in/ec/admin/contents/160_P16MBA18_2020051812_512021.pdf</a></li><li>3. Homework Revise the topic discussed in the class.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  What does TQM mean to you, and how does it impact an organization? How does TQM differ from traditional quality control methods?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 32	<b>Course Name: Operations Management</b>  <b>Topic: Total Quality Management contd.....</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Interpret the objectives of Total Quality Management b. Identify the benefits and challenges of Total Quality Management
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	<ol style="list-style-type: none"><li>1. <b>Introduction</b> (10 minutes)<ul style="list-style-type: none"><li>- Ask questions What are the advantages of TQM?</li><li>- List down the benefits of TQM.</li></ul></li> <li>2. <b>Development</b> (30 minutes)<ol style="list-style-type: none"><li>a) Introduction<ul style="list-style-type: none"><li>- Give recap of the previous lecture.</li></ul></li> <li>b) Total Quality Management<ul style="list-style-type: none"><li>- Interpret the objectives of total quality management<ul style="list-style-type: none"><li>• TQM emphasizes upon collective effort of all functional department and people for improvement in quality of goods and services in order to achieve higher customer satisfaction.</li><li>• The aim of TQM is to look for maximum satisfaction to the consumer by providing goods and services which are best in quality (i.e zero defects)</li><li>• TQM aims at educating and training the managers and employees since they are considered to be the integral part of the TQM process.</li><li>• TQM not only focus upon quality but also on productivity as it aims for Zero defect production which not only makes employees responsible for quality improvement but also leads to higher productivity.</li><li>• TQM aims at enhanced communication in the organization as every employee is encouraged to express their suggestion for quality improvement, cost reduction and elimination of wastage. It also calls for rewarding those who have active participation.</li></ul></li><li>- Identify the benefits and challenges of total quality management</li></ul></li></ol></li></ol>



	<ul style="list-style-type: none"><li>• Benefits<ul style="list-style-type: none"><li>· Enhanced Customer Satisfaction</li><li>· Total change in organization working culture</li><li>· Increased Productivity and efficiency</li><li>· Incorporation of advanced production techniques</li><li>· Development of new products and skills</li><li>· Enhanced teamwork</li><li>· Reduced rework</li><li>· Reduced Inventory</li><li>· Increased Profitability</li></ul></li><li>• Challenges<ul style="list-style-type: none"><li>· TQM is a slow-moving process. It requires total change in the outlook of management and employees. Its benefit will be therefore available after a longer period of time</li><li>· The success of TQM largely depends upon participative management. TQM needs employees who can take leads whereas trade union are more interested in their own benefit rather than quality management</li><li>· TQM implementation is not an easy task particularly in a developing economy due to unfavorable approach of management and employees.</li></ul></li></ul> <p style="text-align: center;">Exercise (5 minutes) – Just A Minute (JAM)</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary <a href="http://www.fmtvaranasi.edu.in/sites/default/files/TQM.pdf">http://www.fmtvaranasi.edu.in/sites/default/files/TQM.pdf</a> <a href="https://oms.bdu.ac.in/ec/admin/contents/160_P16MBA18_2020051812512021.pdf">https://oms.bdu.ac.in/ec/admin/contents/160_P16MBA18_2020051812512021.pdf</a></li><li>3. Homework Revise the topic discussed in the class.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  Why is TQM considered a continuous improvement process rather than a one-time effort? How does TQM contribute to improving customer satisfaction?</li></ol>



	<p>2. Conduct Discussion</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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<b>Lesson Plan No.</b> 33	<b>Course Name: Operations Management</b>  <b>Topic: Total Quality Management contd.....</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Infer the Principles given by Deming b. Explain the Tools and Techniques of TQM c. Interpret the step to Implement TQM
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions Explain the role of customer satisfaction in TQM. What is the importance of employee involvement in TQM? - Talk about the role of customer satisfaction and employee engagement in TQM.  2. <b>Development</b> (30 minutes) a) Introduction - Give recap of the previous lecture.  b) Total Quality Management - Infer the principles given by Deming for total quality management <ul style="list-style-type: none"><li>• Create constancy of purpose for improvement of product and service.</li><li>• Adopt the new philosophy.</li><li>• Cease dependence on mass inspection.</li><li>• End the practice of awarding business on price tag alone.</li><li>• Constantly and forever improve the system of production and service.</li><li>• Institute modern methods of training on the job.</li><li>• Institute modern methods of supervision.</li><li>• Drive out fear.</li><li>• Break down barriers between staff areas.</li><li>• Eliminate numerical goals for the work force.</li><li>• Eliminate work standards and numerical quotas.</li><li>• Remove barriers that hinder the hourly worker.</li><li>• Institute a vigorous program of education and training.</li></ul>



	<ul style="list-style-type: none"><li>• Create a situation in top management that will push every day on the above points.</li><li>- Explain the tools and techniques of TQM<ul style="list-style-type: none"><li>• PDCA Cycle</li><li>• DMAIC Approach</li><li>• Lean Manufacturing</li></ul></li><li>- Interpret the steps to implement TQM<ul style="list-style-type: none"><li>• Management commitment</li><li>• Customer centric approach</li><li>• Employee training and approach</li><li>• Process optimization</li><li>• Performance monitoring</li></ul></li></ul> <p>Exercise (5 minutes) – One minute paper</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary <a href="http://www.fmtvaranasi.edu.in/sites/default/files/TQM.pdf">http://www.fmtvaranasi.edu.in/sites/default/files/TQM.pdf</a> <a href="https://oms.bdu.ac.in/ec/admin/contents/160_P16MBA18_2020051812512021.pdf">https://oms.bdu.ac.in/ec/admin/contents/160_P16MBA18_2020051812512021.pdf</a></li><li>3. Homework What is the difference between quality control and quality assurance?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  What is the impact of TQM on organizational culture? What are the challenges faced while implementing TQM in large organizations?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 34	<b>Course Name: Operations Management</b>  <b>Topic: Six Sigma</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to: <ol style="list-style-type: none"> <li>a. Explain the concept of six sigma</li> <li>b. Describe methodologies of six sigma</li> <li>c. Discuss the principles of six sigma</li> <li>d. Interpret the six sigmas</li> </ol>
<b>Teaching Aids (if any)</b>	<ol style="list-style-type: none"> <li>a. Power Point Presentation</li> <li>b. White Board</li> </ol>
<b>Teaching Development</b>	<ol style="list-style-type: none"> <li>1. <b>Introduction</b> (10 minutes)           <ul style="list-style-type: none"> <li>- Ask questions What do you mean by six sigma? What are the various six sigmas?</li> <li>- Talk about the six sigma and various six sigmas.</li> </ul> </li> <li>2. <b>Development</b> (30 minutes)           <ol style="list-style-type: none"> <li>a) Introduction               <ul style="list-style-type: none"> <li>- Introduce the concept of six sigma.</li> </ul> </li> <li>b) Six Sigma               <ul style="list-style-type: none"> <li>- Describe the methodologies of six sigma                   <ul style="list-style-type: none"> <li>• DMAIC</li> <li>• DMADV</li> </ul> </li> <li>- Discuss the principles of six sigma                   <ul style="list-style-type: none"> <li>• Consistent and practical approach for profitable results</li> <li>• Strong inter-team collaboration</li> <li>• Eliminate variation to improve process</li> <li>• Data accuracy to find the root cause of the problem</li> <li>• Focus on positive customer experience</li> </ul> </li> <li>- Interpret the six sigmas                   <ul style="list-style-type: none"> <li>• Vision</li> <li>• Benchmark</li> <li>• Goal</li> <li>• Statistical measures</li> <li>• Robust methodology</li> <li>• Business strategy</li> </ul> </li> </ul> </li> </ol> </li> </ol> <p style="text-align: center;">Exercise (5 minutes) –</p>



	Quiz
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.simplilearn.com/what-is-six-sigma-a-complete-overview-article">https://www.simplilearn.com/what-is-six-sigma-a-complete-overview-article</a> <a href="https://innocentrix.com/files/presentationintrosixsigma.pdf">https://innocentrix.com/files/presentationintrosixsigma.pdf</a></li><li>3. Homework What is the difference between DMAIC and DMADV?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  What is Six Sigma, and what are its primary objectives? What are the key principles of Six Sigma? What is the difference between Six Sigma and Lean? What are the key goals of Six Sigma? List the five phases of the DMAIC process</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 35	<b>Course Name: Operations Management</b>  <b>Topic: Six Sigma contd.....</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Infer the benefits of six sigma b. Explain the six sigma certifications c. Differentiate between six sigma and lean
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What is six sigma? What do you mean by lean? - Talk about the six sigma and lean six sigma.  2. <b>Development</b> (30 minutes) a) Introduction - Give recap of the previous lecture.  b) Six Sigma - Infer the benefits of six sigma • Increased value to the customers and shareholders. • Improved reliability and predictability of products and services. • Significant reduction in defects. • Institutionalization of a “process” mindset. • Increased competitive advantage - Explain the six sigma certification • Yello Belt • Green Belt • Black Belt • Master Blak - Discuss the concept of Six Sigma and Lean  Exercise (5 minutes) – Summarising
<b>Closure</b>	1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.



	<p>2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.simplilearn.com/what-is-six-sigma-a-complete-overview-article">https://www.simplilearn.com/what-is-six-sigma-a-complete-overview-article</a> <a href="https://innocentrix.com/files/presentationintosixsigma.pdf">https://innocentrix.com/files/presentationintosixsigma.pdf</a></p> <p>3. Homework How can Six Sigma contribute to strategic decision-making in an organization?</p> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<p>1. Reflective Questions</p> <p>What are the statistical tools used in the Measure phase of DMAIC? How Six Sigma can be integrated with Lean methodology (Lean Six Sigma)? What are some common challenges in implementing Six Sigma in service industries?</p> <p>2. Conduct Discussion</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 36	<b>Course Name: Operations Management</b>  <b>Topic: ISO 9001:2015</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Explain the concept of quality standards b. Explain the concept of ISO, ISO 9000 Family and ISO 9001:2015 c. Describe key principles of ISO 9001:2015 d. Discuss the changes from ISO 9001:2008 to ISO 9001:2015 e. Interpret the implementation of ISO 9001:2015 f. Infer the benefits of ISO 9001:2015 g. Explain the implementation challenges of ISO 9001:2015
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by quality standards? What is your understanding about ISO? - Talk about quality standards and ISO.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the concept of quality standards, ISO and ISO 9000 family  b) ISO 9001:2015 - Explain the concept of ISO 9001:2015 - Describe the key principles of ISO 9001:2015 <ul style="list-style-type: none"><li>• Customer focus</li><li>• Leadership</li><li>• Engagement of people</li><li>• Process approach</li><li>• Improvement</li><li>• Evidence based decision making</li><li>• Relationship management</li></ul> - Discuss the changes from 9001:2008 to ISO 9001:2015 <ul style="list-style-type: none"><li>• Risk-based thinking introduced</li><li>• Greater emphasis on leadership</li><li>• Context of the organization</li><li>• Knowledge management</li></ul>



	<ul style="list-style-type: none"><li>• Integration with strategic direction</li><li>• Documentation flexibility (less prescriptive)</li><li>- Interpret the implementation of ISO 9001:2015<ul style="list-style-type: none"><li><b>Steps to Implementation:</b><ul style="list-style-type: none"><li>• Gap analysis</li><li>• Top management commitment</li><li>• Training and awareness</li><li>• Define processes and controls</li><li>• Documentation (quality manual, procedures)</li><li>• Internal audit</li><li>• Management review</li><li>• Certification audit by external body</li></ul></li><li><b>Documentation Requirements:</b><ul style="list-style-type: none"><li>• Quality policy</li><li>• Quality objectives</li><li>• Process descriptions</li><li>• Records for evidence of conformity</li></ul></li></ul></li><li>- Infer the benefits of ISO 9001:2015<ul style="list-style-type: none"><li>• Improved product quality and consistency</li><li>• Enhanced customer trust and satisfaction</li><li>• Reduced errors and rework</li><li>• Better internal communication and employee morale</li><li>• Marketability and international recognition</li><li>• Legal/regulatory compliance</li></ul></li><li>- Explain the implementation challenges of ISO 9001:2015<ul style="list-style-type: none"><li>• Resistance to change</li><li>• Lack of top management commitment</li><li>• Training and awareness gaps</li><li>• Resource constraints</li><li>• Misunderstanding the intent of clauses</li></ul></li></ul> <p>Exercise (5 minutes) – Just A Minute (JAM)</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary</li><li>3. Homework Revise the topic discussed in the class.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>



<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  How does ISO 9001:2015 differ from other standards like Six Sigma or TQM? Can small businesses benefit from ISO 9001:2015? How? What role does technology play in modern QMS?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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<b>Lesson Plan No.</b> 37	<b>Course Name: Operations Management</b>  <b>Topic: ISO 9001:2015</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Explain the concept of ISO 9004:2018 b. Describe the purpose of ISO 9004:2018 c. Discuss the changes from ISO 9001:2015 to ISO 9004:2018 d. Interpret the structure of ISO 9004:2018 e. Infer the benefits of ISO 9004:2018 f. Explain about the users of ISO 9004:2018
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What is your understanding about ISO 9004:2018? How is it different from ISO 9001:2015? - Talk about ISO 9004:2018.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the concept of ISO 9004:2018  b) ISO 9004:2018 - Describe the purpose of ISO 9004:2018 <ul style="list-style-type: none"><li>• Achieve sustained success in a complex, demanding, and ever-changing environment.</li><li>• Improve overall performance.</li><li>• Identify and leverage improvement and innovation opportunities.</li><li>• Address the needs and expectations of all stakeholders, including customers, employees, suppliers, and society.</li></ul> - Discuss the changes from ISO 9001:2015 to ISO 9004:2018 on the following basis: <ul style="list-style-type: none"><li>• Focus</li><li>• Certification</li><li>• Audience Approach</li></ul> - Interpret the structure of ISO 9004:2018 <ul style="list-style-type: none"><li>• Scope</li><li>• Normative References</li></ul>



	<ul style="list-style-type: none"> <li>• Terms and Definitions</li> <li>• Quality of an organization and sustained success</li> <li>• Organizational Identity</li> <li>• Understanding the needs and expectations of the interested parties</li> <li>• Leadership</li> <li>• Strategy and policy</li> <li>• Recourse</li> <li>• Process management</li> <li>• Monitoring, measurement, analysis and evaluation</li> <li>• Improvement, learning and innovation</li> <li>• Self-Assessment</li> </ul> <p>- Infer the benefits of ISO 9004:2018</p> <ul style="list-style-type: none"> <li>• Enhanced strategic alignment</li> <li>• Greater customer and stakeholder satisfaction</li> <li>• Better risk management</li> <li>• Stronger leadership and culture</li> <li>• Continuous improvement and innovation</li> <li>• Long-term viability and competitiveness</li> </ul> <p>- Explain about the users of ISO 9004:2018</p> <ul style="list-style-type: none"> <li>• Organizations that already have a QMS (e.g., ISO 9001) and want to go beyond compliance</li> <li>• Senior managers and leadership teams</li> <li>• Quality and performance improvement professionals</li> <li>• Organizations pursuing excellence models (e.g., EFQM, Baldrige)</li> </ul> <p>Exercise (5 minutes) – One Minute Paper</p>
<b>Closure</b>	<ol style="list-style-type: none"> <li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li> <li>2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary</li> <li>3. Homework Identify the biggest internal barriers to organisational sustained success.</li> </ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"> <li>1. Reflective Questions</li> </ol> <p>How does the organization define "sustained success"? What are the key indicators used to measure long-term</p>



	<p>performance? How is leadership demonstrating commitment to sustained success? What indicators are used to evaluate performance? How do we analyze data to identify trends and risks?</p> <p>2. Conduct Discussion</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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<b>Lesson Plan No.</b> 38	<b>Course Name: Operations Management</b>  <b>Topic: Implementation of Quality System</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Explain the concept of Quality Management System b. Describe the importance of Quality Management System c. Discuss the benefits of Quality Management System d. Interpret the requirements of Quality Management System e. Infer the implementation of Quality Management System
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by QMS? Why QMS is significant for organisational success? - Talk about QMS and its significance.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the concept of Quality Management System  b) Quality Management System - Describe the importance of Quality Management System <ul style="list-style-type: none"><li>• Consistently meets customer requirements</li><li>• Consistently manages internal requirements</li><li>• Consistently manages external requirements, e.g. the effective allocation of resources</li></ul> - Discuss the benefits of Quality Management System <ul style="list-style-type: none"><li>• Achieve organizational goals with ease</li><li>• Reduce costly errors and wastage</li><li>• Boost customer satisfaction</li><li>• Market your business more effectively</li><li>• Manage growth more effectively</li><li>• Improve documentation availability</li><li>• Protect sensitive data</li><li>• Correct issues to continually improve products and services</li><li>• Grow market share in new territories and market sectors</li></ul>



	<ul style="list-style-type: none"> <li>• Create a culture of quality</li> <li>• Embed vision into all projects</li> <li>• Better internal communications</li> <li>• More consistent products</li> <li>• Effectively measure performance of individuals and teams</li> <li>• Improve compliance</li> </ul> <p>- Interpret the requirements of Quality Management System</p> <ul style="list-style-type: none"> <li>• A framework and tool for communication, usually QMS Software.</li> <li>• A quality policy and quality objectives. These statements must be documented.</li> <li>• A quality manual including scope, justifications for any exclusion, documented procedures, and process interaction descriptions. This will specify how a QMS will be observed and emphasize the company's commitments to both continuous improvement and quality.</li> <li>• Any documented procedures required by the compliance standard.</li> <li>• Any documents needed to ensure the effective operation, planning, and control of company processes.</li> <li>• Records such as evidence of conformity to requirements and of effective QMS operation will be required by the compliance standard.</li> </ul> <p>- Infer the implementation of Quality Management System</p> <p>Exercise (5 minutes) – Caselet</p>
<p><b>Closure</b></p>	<ol style="list-style-type: none"> <li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li> <li>2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.ideagen.com/thought-leadership/blog/implementing-a-quality-management-system-best-practice">https://www.ideagen.com/thought-leadership/blog/implementing-a-quality-management-system-best-practice</a></li> <li>3. Homework How is innovation supported as part of the QMS?</li> </ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<p><b>Evaluation</b></p>	<ol style="list-style-type: none"> <li>1. Reflective Questions</li> </ol> <p>What are the key objectives of our Quality Management System? Who is responsible for maintaining and improving the QMS?</p>



	<p>How is QMS performance monitored and evaluated?</p> <p>2. Conduct Discussion</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>
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<b>Lesson Plan No.</b> <b>39</b>	<b>Course Name: Operations Management</b>  <b>Topic: Global Supply Chain Management</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Explain the concept of Global Supply Chain Management b. Differentiate between Global Supply Chain Management and Local Supply Chain Management c. Interpret the advantages and disadvantages of Global Supply Chain Management d. Discuss the strategies for managing Global Supply Chain Management
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by supply chain management? How it is different from local supply chain management? - Talk about GSCM and LSCM.  2. <b>Development</b> (30 minutes) a) Introduction - Introduce the concept of Global Supply Chain Management  b) Global Supply Chain Management - Interpret the advantages of Global Supply Chain Management <ul style="list-style-type: none"><li>• Lower cost</li><li>• Increased flexibility</li><li>• Improved quality</li><li>• Greater efficiency</li><li>• Increased market reach</li></ul> - Interpret the disadvantages of Global Supply Chain Management <ul style="list-style-type: none"><li>• Complexity</li><li>• Regulatory risk</li><li>• Lack of visibility</li><li>• Language and cultural barriers</li><li>• Security risk</li><li>• Costly shipping</li></ul>



	<ul style="list-style-type: none"><li>- Discuss the strategies for managing Global Supply Chain Management<ul style="list-style-type: none"><li>• Leverage technology</li><li>• Develop partnerships</li><li>• Monitor and track</li><li>• Communicate effectively</li><li>• Plan ahead</li></ul></li></ul> <p>Exercise (5 minutes) – Summarising</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.gep.com/blog/strategy/advantages-and-disadvantages-of-global-supply-chains">https://www.gep.com/blog/strategy/advantages-and-disadvantages-of-global-supply-chains</a> <a href="https://www.cips.org/intelligence-hub/supply-chain-management/global-supply-chains">https://www.cips.org/intelligence-hub/supply-chain-management/global-supply-chains</a></li><li>3. Homework Identify, what supply chain technologies are we using nowadays (e.g., ERP, TMS, WMS, blockchain)?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  How does global supply chain strategy support overall business goals? What KPIs are used to measure supply chain performance globally (e.g., OTIF, lead time, cost-to-serve)? How do cultural and language differences impact supply chain collaboration?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> <b>40</b>	<b>Course Name: Operations Management</b>  <b>Topic: Global Supply Chain Management: Participants</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Discuss the key participants of Global Supply Chain Management
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	<ol style="list-style-type: none"><li>1. <b>Introduction</b> (10 minutes)<ul style="list-style-type: none"><li>- Ask questions Who can be the participants of Global Supply Chain Management?</li><li>- Talk about various participants of global Supply chain management.</li></ul></li><li>2. <b>Development</b> (30 minutes)<ol style="list-style-type: none"><li>a) Introduction<ul style="list-style-type: none"><li>- List down the various participants of global supply chain management</li></ul></li><li>b) Global Supply Chain Management<ul style="list-style-type: none"><li>- Discuss the participants of Global Supply Chain Management<ul style="list-style-type: none"><li>• Freight Forwarders<ul style="list-style-type: none"><li>· Role of Freight Forwarders in Global Supply Chains</li><li>· How to Choose the Right Freight Forwarder</li><li>· Functions Performed by Freight Forwarders in Global Supply Chain Management</li><li>· Licensing and Certification in Global Supply Chain Management</li><li>· Key Responsibilities of Airfreight Forwarders</li></ul></li><li>• Non-vessel operating common carriers (NVOCCs)<ul style="list-style-type: none"><li>· Introduction to Non-Vessel Operating Common Carrier (NVOCC)</li><li>· NVOCCs: Streamlining Shipping and Reducing Costs</li><li>· Difference Between NVOCC and Freight Forwarders</li><li>· Relationship Between NVOCCs and Freight</li></ul></li></ul></li></ul></li></ol></li></ol>



	<p>Forwarders</p> <ul style="list-style-type: none"><li>Challenges Faced by NVOCCs in Global Supply Chain Management</li></ul> <ul style="list-style-type: none"><li>Consolidators</li><li>Customs house brokers</li></ul> <p>Exercise (5 minutes) – Quiz</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://aims.education/study-online/global-supply-chain-management/">https://aims.education/study-online/global-supply-chain-management/</a></li><li>Homework Revise the classwork at home.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>Reflective Questions  What technology can be used for shipment tracking and status updates? What is the process for issuing House Bills of Lading (HBL)? How are charges allocated among different shippers within the same container?</li><li>Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 41	<b>Course Name: Operations Management</b>  <b>Topic: Global Supply Chain Management: Participants contd.....</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Discuss the key participants of Global Supply Chain Management
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	<p>1. <b>Introduction</b> (10 minutes)</p> <ul style="list-style-type: none"> <li>- Ask questions Who can be the participants of Global Supply Chain Management?</li> <li>- Talk about various participants of global Supply chain management.</li> </ul> <p>2. <b>Development</b> (30 minutes)</p> <ul style="list-style-type: none"> <li>a) Introduction <ul style="list-style-type: none"> <li>- Give the recap of the previous lecture</li> </ul> </li> <li>b) Global Supply Chain Management <ul style="list-style-type: none"> <li>- Discuss the participants of Global Supply Chain Management <ul style="list-style-type: none"> <li>• Export management companies (EMCs) and Export trading companies (ETCs) <ul style="list-style-type: none"> <li>· Key Differences between Export Management Companies vs. Export Trading Companies</li> <li>· Benefits of Hiring an EMC in Global Supply Chain Management</li> <li>· Role of an ETC in Global Supply Chain Management</li> <li>· Role of General Trading Companies in Global Trade</li> </ul> </li> <li>• Shipping associations</li> <li>• Ship brokers and ship agents <ul style="list-style-type: none"> <li>· Role of Ship Broker in Global Supply Chain Management</li> <li>· Role of Ship Agent in Port Management</li> </ul> </li> <li>• Export packing companies</li> </ul> </li> </ul> </li> </ul>



	Exercise (5 minutes) – Quiz
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://aims.education/study-online/global-supply-chain-management/">https://aims.education/study-online/global-supply-chain-management/</a></li><li>3. Homework Write down the key features of all the 8 key participants of global supply chain management.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  What is the role of an ETC in Global Supply Chain Management? How Export Management Companies are different from Export Trading Companies? What Role does Ship Agent in play in Port Management?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 42	<b>Course Name: Operations Management</b>  <b>Topic: Digital Transformation in Operations</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to: <ul style="list-style-type: none"> <li>a. Explain the concept of digital transformation in operations</li> <li>b. Discuss the trends of digital transformation in operations</li> <li>c. Interpret the challenges of digital transformation in operations</li> <li>d. Describe the things to consider to make digital transformation succeed in operations</li> </ul>
<b>Teaching Aids (if any)</b>	<ul style="list-style-type: none"> <li>a. Power Point Presentation</li> <li>b. White Board</li> </ul>
<b>Teaching Development</b>	<ol style="list-style-type: none"> <li>1. <b>Introduction</b> (10 minutes) <ul style="list-style-type: none"> <li>- Ask questions What do you mean by digital transformation in operations? What is the significance of digital transformation in operations?</li> <li>- Talk about digital transformation in operations and its significance.</li> </ul> </li> <li>2. <b>Development</b> (30 minutes) <ol style="list-style-type: none"> <li>a) Introduction <ul style="list-style-type: none"> <li>- Introduce the concept of digital transformation in operations</li> </ul> </li> <li>b) Digital transformation in Operations <ul style="list-style-type: none"> <li>- Discuss the trends of digital transformation in operations <ul style="list-style-type: none"> <li>• Mainstream nature of multi-cloud adoption</li> <li>• The growing cloud-native skills gap</li> <li>• Commodity monitoring converts into strategic monitoring</li> <li>• AIOps emerge as the way to tame alert storms</li> <li>• Business-aware, service-centric delivery optimizes customer experiences</li> </ul> </li> <li>- Interpret the challenges of digital transformation in operations <ul style="list-style-type: none"> <li>• Align the digital strategy to corporate strategy</li> <li>• Mapping current state capabilities</li> <li>• Mapping current state capabilities</li> <li>• Organize processes around customers</li> <li>• Identify quick wins and estimate benefits</li> <li>• Build a stable technology foundation and organize your data</li> </ul> </li> <li>- Describe the things to consider to make digital transformation</li> </ul> </li> </ol> </li> </ol>



	<p>succeed in operations</p> <ul style="list-style-type: none"><li>• Digital and analog, reinforcing each other</li><li>• Driving digital enterprise-wide</li><li>• Realigning with the customer back</li><li>• Better digital-oriented leaders make the digital transformation progress easier and more sustainable</li><li>• Better digital-oriented leaders make the digital transformation progress easier and more sustainable</li></ul> <p>Exercise (5 minutes) – Summarising</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://magenest.com/en/digital-transformation-in-operations/?srsltid=AfmBOoopWCVddGO7TFblIZVRol35LbAfdUtu2flsRp3_Frgua7R0H0j">https://magenest.com/en/digital-transformation-in-operations/?srsltid=AfmBOoopWCVddGO7TFblIZVRol35LbAfdUtu2flsRp3_Frgua7R0H0j</a></li><li>3. Homework Identify how can digital solutions help us reduce waste, emissions, or resource consumption?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  What is the purpose of digital transformation in operations? Who is responsible for leading digital initiatives in operations? How is operational data collected, stored, and used for decision-making?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 43	<b>Course Name: Operations Management</b>  <b>Topic: Digital Transformation in Operations contd....</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Explain the advantages of digital transformation in operations b. Discuss the process of digital transformation in operations c. Interpret the types of digital transformation in operations d. Describe the operational excellence through digital transformation
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	<p>1. <b>Introduction</b> (10 minutes)</p> <ul style="list-style-type: none"> <li>- Ask questions What can be the types of digital transformation in operations?</li> <li>- Talk about various types of digital transformation in operations.</li> </ul> <p>2. <b>Development</b> (30 minutes)</p> <ul style="list-style-type: none"> <li>a) Introduction <ul style="list-style-type: none"> <li>- Give the recap of the previous lecture</li> </ul> </li> <li>b) Digital transformation in Operations <ul style="list-style-type: none"> <li>- Explain the advantages of digital transformation in operation <ul style="list-style-type: none"> <li>• Enhanced Efficiency and Productivity</li> <li>• Improved Decision-Making</li> <li>• Enhanced Customer Experience</li> <li>• Increased Innovation and Competitive Advantage</li> </ul> </li> <li>- Discuss the process of digital transformation in operations <ul style="list-style-type: none"> <li>• Operational process digital transformation</li> <li>• Understanding Vision and Strategy</li> <li>• Technology Infrastructure</li> <li>• Digitalizing Existing Processes</li> <li>• Agile Implementation</li> <li>• Continuous Improvement</li> </ul> </li> <li>- Interpret the types of digital transformation in operations <ul style="list-style-type: none"> <li>• Customer Experience Transformation</li> <li>• Operational Process Transformation</li> <li>• Business Model Transformation</li> <li>• Cultural and Organizational Transformation</li> </ul> </li> <li>- Describe the operational excellence through digital</li> </ul> </li> </ul>



	<p>transformation</p> <ul style="list-style-type: none"><li>• Process Optimization</li><li>• Real-time Data Insights</li><li>• Collaboration and Communication</li><li>• Continuous Improvement</li></ul> <p>Exercise (5 minutes) – Value Line</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.appsierra.com/blog/digital-transformation-in-operations">https://www.appsierra.com/blog/digital-transformation-in-operations</a></li><li>3. Homework Revise the topics discussed in the lecture.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  What is customer experience transformation? What are the various stages of digital transformation process? How is operational excellence can be ensured through digital transformation?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 44	<b>Course Name: Operations Management</b>  <b>Topic: Industry 4.0 technologies</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Explain the concept of Industry 4.0 b. Discuss the evolution of Industry 4.0 c. Interpret the various industry 4.0 technologies
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	<ol style="list-style-type: none"><li>1. <b>Introduction</b> (10 minutes)<ul style="list-style-type: none"><li>- Ask questions What do you understand by industry 4.0?</li><li>- Talk about industry 4.0</li></ul></li><li>2. <b>Development</b> (30 minutes)<ol style="list-style-type: none"><li>a) Introduction<ul style="list-style-type: none"><li>- Introduce the formal concept to industry 4.0</li></ul></li><li>b) Industry 4.0 technologies<ul style="list-style-type: none"><li>- Discuss the evolution of industry 4.0<ul style="list-style-type: none"><li>• Industry 1.0</li><li>• Industry 2.0</li><li>• Industry 3.0</li><li>• Industry 4.0</li></ul></li><li>- Interpret the various industry 4.0 technologies<ul style="list-style-type: none"><li>• Big Data and AI analytics</li><li>• Horizontal and vertical integration</li><li>• Cloud computing</li><li>• Augmented reality</li><li>• Industrial Internet of Things</li><li>• Additive manufacturing/3D printing</li><li>• Autonomous robots:<ul style="list-style-type: none"><li>• Simulation</li><li>• Cybersecurity</li></ul></li></ul></li></ul></li></ol></li></ol> <p>Exercise (5 minutes) – One Minute paper</p>



<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.sap.com/india/products/scm/industry-4-0/what-is-industry-4-0.html">https://www.sap.com/india/products/scm/industry-4-0/what-is-industry-4-0.html</a> <a href="https://www.brightlysoftware.com/blog/impact-industry-4-point-0-operations">https://www.brightlysoftware.com/blog/impact-industry-4-point-0-operations</a></li><li>3. Homework What are the necessary digital and technical skills for Industry 4.0?</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  What does Industry 4.0 mean to you? Who are the key agents to lead industry 4.0 initiatives? What value or business outcomes can be targeted through Industry 4.0?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 45	<b>Course Name: Operations Management</b>  <b>Topic: Impact of Industry 4.0 technologies on operations</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Explain the impact of Industry 4.0 on operations
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	<ol style="list-style-type: none"><li><b>1. Introduction</b> (10 minutes)<ul style="list-style-type: none"><li>- Ask questions What is the significance of industry 4.0?</li><li>- Talk about the significance of industry 4.0</li></ul></li><li><b>2. Development</b> (30 minutes)<ol style="list-style-type: none"><li>a) Introduction<ul style="list-style-type: none"><li>- Give the recap of the previous lecture</li></ul></li><li>b) Industry 4.0 technologies: Impacts<ul style="list-style-type: none"><li>- Discuss the impacts of industry 4.0 on operations<ul style="list-style-type: none"><li>• Automation and efficiency</li><li>• Real-time data and visibility</li><li>• Customization and flexibility</li><li>• Smarter decision making with AI</li><li>• Enhanced quality and consistency</li><li>• Reduced downtime and predictive maintenance</li><li>• Supply chain synchronization</li><li>• Sustainability and resource optimisation</li><li>• Workforce transformation</li><li>• Cybersecurity in operations</li><li>• Organisational agility</li></ul></li></ul></li></ol></li></ol> <p>Exercise (5 minutes) – One Minute paper</p>
<b>Closure</b>	<ol style="list-style-type: none"><li>1. Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary</li></ol>



	<p><a href="https://www.sap.com/india/products/scm/industry-4-0/what-is-industry-4-0.html">https://www.sap.com/india/products/scm/industry-4-0/what-is-industry-4-0.html</a></p> <p><a href="https://www.brightlysoftware.com/blog/impact-industry-4-point-0-operations">https://www.brightlysoftware.com/blog/impact-industry-4-point-0-operations</a></p> <p>3. Homework Identify the challenges associated with the implementation of industry 4.0.</p> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<p>1. Reflective Questions</p> <p>What do you mean by organisational agility? How industry 4.0 can ensure enhanced quality and consistency? What is the impact of industry 4.0 on workforce transformation?</p> <p>2. Conduct Discussion</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 46	<b>Course Name: Operations Management</b>  <b>Topic: Evolution from traditional manufacturing to smart manufacturing</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Explain the Evolution from traditional manufacturing to smart manufacturing
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	1. <b>Introduction</b> (10 minutes) - Ask questions What do you mean by mechanised production? What do you mean by mass production? - Talk about the mechanised production and mass production.  2. <b>Development</b> (30 minutes) a) Introduction - Talk about traditional manufacturing and smart manufacturing  b) Evolution from traditional manufacturing to smart manufacturing - Explain the Evolution from traditional manufacturing to smart manufacturing <ul style="list-style-type: none"><li>• Industry 1.0</li><li>• Industry 2.0</li><li>• Industry 3.0</li><li>• Industry 4.0</li></ul> Exercise (5 minutes) – Quiz
<b>Closure</b>	1. Summarize the Lesson Learning Outcomes and get affirmation from students on these. 2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://www.smartfactorymom.com/blog/how-industry-4-0-is-revolutionizing-manufacturing-operations/">https://www.smartfactorymom.com/blog/how-industry-4-0-is-revolutionizing-manufacturing-operations/</a>



	<p>3. Homework Identify the various features of industry 1.0, 2.0, 3.0 and 4.0</p> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<p>1. Reflective Questions</p> <p>What are the differences between traditional manufacturing and smart manufacturing? How industry 4.0 is better than the previous one?</p> <p>2. Conduct Discussion</p> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 47	<b>Course Name: Operations Management</b>  <b>Topic: Challenges in adopting industry 4.0 technologies in operations</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Explain the Challenges in adopting industry 4.0 technologies in operations
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	<ol style="list-style-type: none"><li><b>1. Introduction</b> (10 minutes)<ul style="list-style-type: none"><li>- Ask questions What can be the Challenges in adopting industry 4.0 technologies in operations?</li><li>- List down the Challenges in adopting industry 4.0 technologies in operations.</li></ul></li><li><b>2. Development</b> (30 minutes)<ol style="list-style-type: none"><li>a) Introduction<ul style="list-style-type: none"><li>- Give the recap of the previous lecture</li></ul></li><li>b) Challenges in adopting industry 4.0 technologies in operations<ul style="list-style-type: none"><li>- Explain the Challenges in adopting industry 4.0 technologies in operations<ul style="list-style-type: none"><li>• Integrating Operational Technology (OT) and Information Technology (IT)</li><li>• Lack of Financial Resources to Implement Technology and Infrastructure</li><li>• Managing Cybersecurity Risks</li><li>• Lack of Training and Skills to Operate and Maintain Technology and Processes</li><li>• Overcoming Cultural Resistance to Change</li><li>• Developing Actionable Use Cases</li></ul></li></ul></li></ol></li></ol> <p>Exercise (5 minutes) – Summarising</p>
<b>Closure</b>	1. Summarize the Lesson Learning Outcomes and get affirmation



	<p>from students on these.</p> <ol style="list-style-type: none"><li>2. Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary <a href="https://global.hitachi-solutions.com/blog/industry-4-0-technologies-outcomes-and-the-future-of-manufacturing/">https://global.hitachi-solutions.com/blog/industry-4-0-technologies-outcomes-and-the-future-of-manufacturing/</a></li><li>3. Homework Revise the classwork at home.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  How Cultural Resistance to Change can be overcome? What are the necessary steps to manage Cybersecurity Risks?</li><li>2. Conduct Discussion</li></ol> <p>Spend 5 minutes to evaluate student assimilation of the lesson contents</p>



<b>Lesson Plan No.</b> 48	<b>Course Name: Operations Management</b>  <b>Topic: Industry 4.0: Examples in India</b>	<b>Course No.: BBAMJ-604</b>
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<b>Objectives</b>	At the end of the lesson the student shall be able to:  a. Discuss the Industry 4.0: Examples in India
<b>Teaching Aids (if any)</b>	a. Power Point Presentation b. White Board
<b>Teaching Development</b>	<ol style="list-style-type: none"><li><b>Introduction</b> (10 minutes)<ul style="list-style-type: none"><li>Ask questions What are the various Industry 4.0 Examples in India?</li><li>List down the Industry 4.0: Examples in India.</li></ul></li><li><b>Development</b> (30 minutes)<ol style="list-style-type: none"><li>Introduction<ul style="list-style-type: none"><li>Talk about industry 4.0</li></ul></li><li>Industry 4.0: Examples in India<ul style="list-style-type: none"><li>Discuss the Industry 4.0: Examples in India<ul style="list-style-type: none"><li>Tata Steel – Smart Manufacturing</li><li>Mahindra &amp; Mahindra – Automative 4.0</li><li>Siemens India – Digital Factory in Kalwa</li><li>Bosch India – Smart Campus Adugodi</li><li>Bharat Forge – Digital Forging with AI &amp; Data Analytics</li></ul></li></ul></li></ol><p>Exercise (5 minutes) – One minute paper</p></li></ol>
<b>Closure</b>	<ol style="list-style-type: none"><li>Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>Suggested Reading Production / Operations Management, Case Study Solutions by S.N. Chary</li><li>Homework Revise the classwork at home.</li></ol> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>



<b>Evaluation</b>	<ol style="list-style-type: none"><li>1. Reflective Questions  What are the initiatives taken by Tata Steel to incorporate industry 4.0? How M&amp;M implemented industry 4.0 in their operations?</li><li>2. Conduct Discussion  Spend 5 minutes to evaluate student assimilation of the lesson contents</li></ol>
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