Investigates and explores complex and dynamic issues associated with the design and execution of operations and processes. Promotes an applied, integrated, and systemic approach towards operations across supply chains.

Course Overview

The course offers an advanced treatment of topics in operations & supply chain management that are of contemporary importance. It features a strong emphasis on the systems thinking and strategy/process-centric aspects of operations/supply chain management. Having a strategic view of operations management and a systemic approach to operations problems strengthens students’ critical thinking and problem-solving skills at both strategy and operations levels and enhances their future performance, as an employee of an organisation, a member of a community, or a researcher in related fields.

Course Requirements

Prerequisite: OPSMGT 255 or ENNGEN 303

Capabilities Developed in this Course

Capability 1: Disciplinary Knowledge and Practice
Capability 2: Critical Thinking
Capability 3: Solution Seeking
Capability 4: Communication and Engagement
Capability 5: Independence and Integrity
Capability 6: Social and Environmental Responsibilities

Graduate Profile: Bachelor of Commerce

Learning Outcomes

1. Develop appropriate operations and supply chain strategies as well as objective priorities for diverse product- and customer/market characteristics. (Capability 1 and 6)
2. Identify and apply appropriate operations management techniques in several decision categories and analyse the outcome from both theoretical and practical views. (Capability 2 and 3)
3. Determine how operations and supply chain issues can be identified and resolved through the analysis of primary information and implementation of theories and frameworks. (Capability 1, 3 and 4.3)
4. Discuss, reflect and justify potential supply chain risks and challenges, especially in a global context, and provide mitigation strategies. A special focus is on reducing environmental impacts of supply chain decisions and ways of achieving sustainability. (Capability 2, 5.1, 5.2 and 6)

<table>
<thead>
<tr>
<th>Module</th>
<th>Topic</th>
<th>Assessment due this period</th>
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<tbody>
<tr>
<td>Week 1 Monday 2 March</td>
<td>Introduction to the Course, Systemic view of Operations Management, Frameworks</td>
<td>Diagnostic Quiz</td>
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<tr>
<td>Week 2 Monday 9 March</td>
<td>Systems Thinking and Quality Management</td>
<td>Project group sign up on Canvas Quiz 1</td>
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<tr>
<td>Week 3 Monday 16 March</td>
<td>Statistical Process Control</td>
<td>Confirmation of project company Quiz 2</td>
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<td>Week 4 Monday 23 March</td>
<td>Process Design</td>
<td>Assignment I Quiz 3</td>
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<td>Week 5 Monday 30 March</td>
<td>Service Design and Facility Location</td>
<td>Quiz 4</td>
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<tr>
<td>Week 6 Monday 6 April</td>
<td>Course Review and Mid-Semester Test</td>
<td>Mid-Semester test Comprehensive Quiz 5</td>
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<tr>
<td>Week 7 Monday 27 April</td>
<td>Supply Chain Strategy</td>
<td>Group project progress report Quiz 6</td>
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<tr>
<td>Week 8 Monday 4 May</td>
<td>Global Supply Chains</td>
<td>Quiz 7</td>
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<tr>
<td>Week 9 Monday 11 May</td>
<td>Inventory Management</td>
<td>Assignment II Quiz 8</td>
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<td>Week 10 Monday 18 May</td>
<td>Production Scheduling</td>
<td>Quiz 9</td>
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<tr>
<td>Week 11 Monday 25 May</td>
<td>Group Project Presentations</td>
<td>Group project presentations Comprehensive Quiz 10</td>
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<tr>
<td>Week 12 Monday 1 June</td>
<td>Course Wrap-up</td>
<td>Group project final reports</td>
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**Assessments**

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<thead>
<tr>
<th>Assessment Type</th>
<th>Percentage</th>
<th>Classification</th>
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<tbody>
<tr>
<td>Assignment 1</td>
<td>7.5%</td>
<td>Individual Coursework</td>
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<tr>
<td>Assignment 2</td>
<td>7.5%</td>
<td>Individual Coursework</td>
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<tr>
<td>Group Project</td>
<td>15%</td>
<td>Group Coursework</td>
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<tr>
<td>Mid Semester Test</td>
<td>20%</td>
<td>Individual Test</td>
</tr>
<tr>
<td>Quizzes</td>
<td>5%</td>
<td>Individual Coursework</td>
</tr>
<tr>
<td>Final Exam</td>
<td>45%</td>
<td>Individual Examination</td>
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<tr>
<td>6 types</td>
<td>100%</td>
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</tbody>
</table>
To gain a pass for this course, students are required to achieve 50% or greater in the course. But the final exam is compulsory.

**Learning and teaching**

A variety of instructional methods will be employed, including lectures, videos, reading articles, and case studies. To make the class livelier and more valuable for everyone, all students are expected to have read and thought about the material assigned for each day and actively participate in the class discussions. In the spirit of continuous improvement, feedback and ideas on this course are welcome. The expectation is that students spend an average of 7-9 hours per week on the course outside of class (approximately evenly split between reading/studying and assignments).

**Teaching staff**

Name: Associate Professor Tiru Arthanari  
Role: Lecturer  
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Phone: 3737599 campus ext. 84857

Name: Matt Bayani  
Role: Teaching assistant  
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Name: Diep Ly  
Role: Teaching assistant  
Email: diep.ly@auckland.ac.nz

**Venue**

**Tuesday**  
9:00 AM  11:00 AM "CaseRoom2 /260-057"

**Thursday**  
9:00 AM  10:00 AM "CaseRoom2/260-057"

**Workload Expectations**

This course is a standard 15 point course and students are expected to spend 10 hours per week involved in each 15 point course that they are enrolled in. A variety of instructional methods will be employed, including lectures, videos, reading articles, and case studies. To make the class livelier and more valuable for everyone, all students are expected to have read and thought about the material assigned for each day and actively participate in the class discussions. In the spirit of continuous improvement, feedback and ideas on this course are welcome. The expectation is that students spend an average of 7-9 hours per week on the course outside of class (approximately evenly split between reading/studying and assignments). For this course, you can expect 2 hours of lectures, an hour of tutorial, 2 hours of reading and thinking about the content per week.
Learning Resource

The recommended textbook for this course is Russell & Taylor, Operations and Supply Chain Management, 9th Edition, John Wiley & Sons, 2017. This textbook was deliberately chosen like the recommended text for OPSMGT 255 to keep the learning process consistent and cohesive (and help students save money!). There is no Course book provided. However, all lecture slides, reading materials, and related resources will be available on CANVAS.

Other Information

Content outline
Some of the topics might resemble that of OPSMGT 255, but the contents are different, and are taught from a strategic perspective, involving systems thinking.

Digital Resources
Course materials are made available in a learning and collaboration tool called Canvas which also includes reading lists and lecture recordings (where available).

Please remember that the recording of any class on a personal device requires the permission of the instructor.

Academic Integrity

The University of Auckland will not tolerate cheating, or assisting others to cheat, and views cheating in coursework as a serious academic offence. The work that a student submits for grading must be the student’s own work, reflecting their learning. Where work from other sources is used, it must be properly acknowledged and referenced. This requirement also applies to sources on the internet. A student’s assessed work may be reviewed against online source material using computerised detection mechanisms.

Inclusive Learning

All students are asked to discuss any impairment related requirements privately, face to face and/or in written form with the course coordinator, lecturer or tutor.

Student Disability Services also provides support for students with a wide range of impairments, both visible and invisible, to succeed and excel at the University. For more information and contact details, please visit the Student Disability Services’ website at http://disability.auckland.ac.nz

Special Circumstances

If your ability to complete assessed coursework is affected by illness or other personal circumstances outside of your control, contact a member of teaching staff as soon as possible before the assessment is due.

If your personal circumstances significantly affect your performance, or preparation, for an exam or eligible written test, refer to the University’s aegrotat or compassionate consideration page: https://www.auckland.ac.nz/en/students/academic-information/exams-and-final-results/during-exams/aegrotat-and-compassionate-consideration.html.

This should be done as soon as possible and no later than seven days after the affected test or exam date.

Student Feedback

At the end of every semester students will be invited to give feedback on the course and teaching through a tool called SET
In the event of an unexpected disruption
We undertake to maintain the continuity and standard of teaching and learning in all your courses throughout the year. If there are unexpected disruptions, the University has contingency plans to ensure that access to your course continues and your assessment is fair, and not compromised. Some adjustments may need to be made in emergencies. In the event of a disruption, the University and your course coordinators will make every effort to provide you with up to date information via Canvas and the University website or Qualtrics. The lecturers and course co-ordinators will consider all feedback and respond with summaries and actions. Your feedback helps teachers to improve the course and its delivery for future students. Class Representatives in each class can take feedback to the department and faculty staff-student consultative committees.

Student Charter and Responsibilities
The Student Charter assumes and acknowledges that students are active participants in the learning process and that they have responsibilities to the institution and the international community of scholars. The University expects that students will act at all times in a way that demonstrates respect for the rights of other students and staff so that the learning environment is both safe and productive. For further information visit Student Charter (https://www.auckland.ac.nz/en/students/forms-policies-and-guidelines/student-policies-and-guidelines/student-charter.html).

Disclaimer
Elements of this outline may be subject to change. The latest information about the course will be available for enrolled students in Canvas.