

1. OVERVIEW

Subject area	Production and Operations
Degree	Bachelor's Degree in Business Administration
School/Faculty	SOCIAL SCIENCE AND COMMUNICATION
Year	3º
ECTS	6 ECTS
Type	Compulsory
Language(s)	Spanish/English
Delivery mode	On campus/Online
Semester	Second semester
Year	2024-2025
Coordinating professor	Federico Soto González

2. INTRODUCTION

Production and Operations is a compulsory subject area taught in the third year of the Bachelor's Degree in Business Administration, worth 6 ECTS.

Throughout the subject area, we will deal with production and supply chain management, production design and scheduling, and quality management and certification.

At the end of the learning period, students will be able to model production and supply chain planning, prepare technical reports, use tools for quality management processes and certification processes, and know how to make decisions related to the operations and quality of a company.

3. LEARNING OUTCOMES

Knowledge (CON, by the acronym in Spanish)

CON1. Define the fundamental concepts of business, entrepreneur and the business environment, as well as the key functional areas of a company such as organisation in a market economy.

CON6. Identify the tools available in the area of production management, including planning, sales forecasting, inventory management and quality control of the production process.

- Reflect on the production and supply chain planning of a company.

Abilities (HAB, by the acronym in Spanish)

HAB2. Solve problems and practical cases using mathematical and data analysis techniques and tools to solve economic issues. Use basic calculus, algebra and programming methods to gain a better understanding of the operational functioning of the company and its environment.

- Make decisions with regard to a company's operations and quality.

- Analyse technical reports and use ad hoc tools in quality management processes and certification procedures.

Skills (COMP, by the acronym in Spanish):

COMP03. Identify and understand a company's accounting, human resources, marketing, sales and production departments, applying the various tools available for their management.

COMP06. Communicate and negotiate in the professional context of business administration and when identifying and implementing processes, systems or certifications that ensure quality service and products.

4. CONTENTS

- Unit 1: Introduction to Production Systems
- Unit 2. Design of the Production Process and Scheduling
- Unit 3. Supply Chain
- Unit 4. Quality Management
- Unit 5. Quality Certifications
- Unit 6. Group Work

5. TEACHING/LEARNING METHODS

The types of teaching-learning methods are as follows:

On campus mode:

- Case studies (on campus)
- Collaborative learning (on campus)
- Lectures (on campus)

Online mode:

- Case studies (online)
- Collaborative learning (online)
- Lectures (online)

6. LEARNING ACTIVITIES

The types of learning activities, plus the amount of time spent on each activity, are as follows:

On campus mode:

Learning activity	Number of hours
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Lectures	40h
Independent working	30h
Oral presentations	10h
Case studies and problem solving	10h
Excursions/trips	5h
Group work	25h
Knowledge tests	5h
Tutorials	15h
Written reports	10h
TOTAL	150h

Online mode:

Learning activity	Number of hours
Online seminars	5h
Reading course material and consulting complementary resources	22,5h
Individual applied activities: problems, case studies, projects	35h
Collaborative applied activities	12,5h
Tutorials	17,5h
Self-assessment questionnaires and knowledge tests	7,5h
Autonomous learning	50h
TOTAL	150h

7. ASSESSMENT

The assessment systems, plus their weighting in the final grade for the subject area, are as follows:

On campus mode:

Assessment system	Weighting
Knowledge test	50%
Case studies and problem solving	25%
Written reports	15%
Oral presentations	10%

Online mode:

Assessment system	Weighting
Knowledge test	50%
Case studies and problem solving	25%
Written reports	15%
Oral presentations	10%

On the Virtual Campus, when you open the subject area, you'll find details of your assessment activities, including the submission dates and assessment procedures for each activity.

7.1. Ordinary exam period

To pass the subject area in the ordinary exam period, you must achieve a grade of at least 5 out of 10 as the final grade (weighted average) for the subject area.

In any case, it is necessary that you obtain a grade higher than or equal to 5 in the final exam, so that it can be averaged with the rest of the activities.

7.2. Extraordinary exam period (resits)

To pass the subject area in the extraordinary exam period (resits), you must obtain a grade of 5 or more out of 10 in the final grade (weighted average) for the subject area.

In any case, it is necessary that you obtain a grade higher than or equal to 5 in the final exam, so that it can be averaged with the rest of the activities.

Any activities not passed in the ordinary exam period must be submitted after receiving the relevant corrections and feedback from the teacher. Students must also submit any activities that were not submitted in the first place.

8. TIMELINE

This section details the timeline and submission dates for the assessment activities in this subject area.

Assessment activities	Date
Activity 1	Weeks 4–5
Activity 2	Weeks 6–7
Activity 3	Weeks 9–10

Activity 4	Weeks 12–13
Activity 5	Weeks 14–15
Activity 6	Weeks 16–17
Knowledge test	Weeks 18–19

The timeline may be subject to change for logistical reasons related to the activities. Students will be informed of any changes in due time via the appropriate channels.

9. BIBLIOGRAPHY

The reference material for the subject area is as follows:

- Arias, D. y Minguela, B. (2018). Dirección de la producción y operaciones: decisiones estratégicas. Ed. Pirámide.
- Arias, D. y Minguela, B. (2018). Dirección de la producción y operaciones: decisiones operativas. Ed. Pirámide.
- Domínguez Machuca, J. A.; Álvarez Gil, M. J.; García González, S., Domínguez Machuca, M. A. y Ruíz Jiménez, A. (2005). Dirección de Operaciones: aspectos estratégicos en la producción y los servicios. Madrid: Mc Graw-Hill.

The recommended bibliography is indicated below:

- Render, B. y Heizer, J. (2015) Dirección de la producción y de operaciones. Decisiones estratégicas. Pearson Ed.
- Render, B. y Heizer, J. (2015) Dirección de la producción y de operaciones. Decisiones tácticas. Pearson Ed.
- Nahmias, S. (2015) Análisis de la producción y las operaciones. Mc Graw Hill

10. EDUCATIONAL GUIDANCE AND DIVERSITY UNIT

The Educational Guidance and Diversity Unit (ODI, by the acronym in Spanish) offers support to our students throughout their university experience to help them achieve their academic goals. Our work also centres around the inclusion of students with special educational needs, accessibility for all on the different university campuses and equal opportunities.

This Unit offers students:

1. Support and follow-up by means of personal counselling and plans for students who need to improve their academic performance.

2. With regard to support for diversity, non-significant curricular adjustments are made, i.e. in terms of methodology and assessment, for those students with special educational needs, thus pursuing equal opportunities for all students.
3. We offer students a variety of extracurricular learning resources for developing different skills to enrich their personal and professional development.
4. Career guidance through the provision of tools and counselling to students with career doubts or who believe they have made a mistake in their choice of qualification.

Students who need educational support can contact us at:

orientacioneducativa@universidadeuropea.es

11. SATISFACTION SURVEYS

Your opinion matters!

Universidad Europea encourages you to complete our satisfaction surveys to identify strengths and areas for improvement for staff, degree courses and the learning process.

These surveys will be available in the survey area of your virtual campus or by email.

Your opinion is essential to improve the quality of the course.

Many thanks for taking part.