

## 1. BASIC INFORMATION

<b>Course</b>	Production and Operations
<b>Degree program</b>	Bachelor of Business Administration
<b>School/Faculty</b>	Social and Communication Sciences
<b>Year</b>	3
<b>ECTS</b>	6
<b>Credit type</b>	Obligatory
<b>Language/s</b>	Spanish / English
<b>Delivery mode</b>	Face-to-face / online
<b>Semester</b>	Second semester
<b>Academic year</b>	2023-24
<b>Coordinating professor</b>	Federico Soto González

## 2. PRESENTATION

The subject Production and Operations is a compulsory subject taught in the third year of the Degree in Business Administration and has a teaching load of 6 ECTS.

Throughout the course, the management of production and the supply chain, the design and programming of the production process and the management and accreditation of quality will be discussed.

At the end of the learning period, the student will be able to model production and supply chain planning, make technical reports, use tools on quality management processes and certification processes, as well as know how to make decisions in the field of operations and quality of the company.

## 3. LEARNING OUTCOMES

### Knowledge

#### KN01.

- Define the fundamental concepts about the company, the entrepreneur, and its environment, as well as the main functional areas and problems of the company as an organization in a market economy.

#### KN02.

- Distinguish 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 company's production and supply chain planning.

### Skills

#### SK02.

- Solve problems and practical cases using mathematical techniques and tools and data analysis for the resolution of economic problems and the use of basic methods of calculation, algebra and programming that allow a better understanding of the operational functioning of the company and its environment.
- Make decisions in the field of operations and quality of the company
- Analyze technical reports and use ad hoc tools on quality management processes and certification procedures.

#### **Competences**

CP03.

- Identify and understand the area of accounting, human resources, marketing, commercial, and production in the company applying the different tools available for its management.

CP06.

- Communicate and negotiate in the professional field of business administration, and in the identification and implementation of processes, systems and / or certifications that guarantee the quality of service and product.

## **4. CONTENT**

- Unit 1: Introduction to Production Systems
- Unit 2. Design of the production process and programming
- Unit 3. Supply Chain
- Unit 4. Quality management
- Unit 5. Quality certifications
- Unit 6. Group work

## **5. TEACHING-LEARNING METHODOLOGIES**

The types of teaching-learning methodologies used are indicated below.

Campus-based mode:

- Case Method (Face-to-face modality)
- Cooperative learning (Face-to-face modality)
- Master classes (Face-to-face modality)

Online modality:

- Case Method (Online modality)
- Cooperative learning (Online modality)
- Master classes (Online modality)

## **6. LEARNING ACTIVITIES**

Listed below are the types of learning activities and the number of hours the student will spend on each one:

**Face-to-face modality:**

Training activity	Number of hours
Master classes	40
Self-employment	30
Oral presentations	10
Case analysis and problem solving	10
Visits / external stays	5
Group activities	25
Knowledge tests	5
One to One meetings	15
Written reports	10
<b>TOTAL</b>	<b>150</b>

**Online modality:**

Training activity	Number of hours
Webinar	5
Reading topics and consulting complementary resources	22,5
Individual implementation activities: problems, cases, projects	35
Collaborative implementation activities	12,5
Tutorials	17,5
Self-assessment questionnaires and knowledge tests	7,5
Autonomous study	50
<b>TOTAL</b>	<b>150</b>

## 7. ASSESMENT

Listed below are the assessment systems used and the weight each one carries towards the final course grade:

**Campus-based mode:**

Assesment system	Weight
Knowledge test	50%
Case analysis and problem solving	25%
Written reports	15%
Oral presentations	10%

**Online modality:**

Assesment system	Weight
Knowledge test	50%
Case analysis and problem solving	25%
Written reports	15%
Oral presentations	10%

When you access the course on the *Campus Virtual*, you'll find a description of the assessment activities you have to complete, as well as the delivery deadline and assessment procedure for each one.

### 7.1. First exam period

To pass the course in the first exam period, you must obtain a final course grade of at least 5 out of 10 (weighted average).

In any case, you will need to obtain a grade of at 5.0 in the final exam in order for it to count towards the final grade along with all the grades corresponding to the other activities.

### 7.2. Second exam period

To pass the course in the second exam period, you must obtain a final grade of at least 5 out of 10 (weighted average).

In any case, you will need to obtain a grade of at 5.0 in the final exam in order for it to count towards the final grade along with all the grades corresponding to the other activities.

The student must deliver the activities not successfully completed in the first exam period after having received the corresponding corrections from the professor, or those that were not delivered in the first place.

## 8. SCHEDULE

This table shows the delivery deadline for each assessable activity in the course:

Evaluable activities	Date
Activity 1	Week 4-5
Activity 2	Week 6-7
Activity 3	Week 9-10
Activity 4	Week 12-13
Activity 5	Week 14-15
Activity 6	Week 16-17
Knowledge test	Week 18-19

This schedule may be subject to changes for logistical reasons relating to the activities. The student will be notified of any change as and when appropriate.

## 9. BIBLIOGRAPHY

The main reference work for this subject is:

- Arias, D. & Minguela, B. (2018). Production and operations management: strategic decisions. Ed. Pyramid.
- Arias, D. & Minguela, B. (2018). Production and operations management: operational decisions. Ed. Pyramid.
- Domínguez Machuca, J. To.; Alvarez Gil, M. J.; García González, S., Domínguez Machuca, M. A., & Ruíz Jiménez, A. (2005). Operations Management: strategic aspects in production and services. Madrid: Mc Graw-Hill.

The following is recommended bibliography:

- Render, B. & Heizer, J. (2015) Production and operations management. Strategic decisions. Pearson Ed.
- Render, B. & Heizer, J. (2015) Production and operations management. Tactical decisions. Pearson Ed.
- Nahmias, S. (2015) Analysis of production and operations. McGraw Hill

## 10. EDUCATIONAL GUIDANCE AND DIVERSITY UNIT

From the Educational Guidance and Diversity Unit (ODI) we offer accompaniment to our students throughout their university life to help them achieve their academic achievements. Other pillars of our action are the inclusion of students with specific educational support needs, universal accessibility in the different campuses of the university and equal opportunities.

This Unit offers students:

1. Accompaniment and follow-up through the realization of advice and personalized plans to students who need to improve their academic performance.
2. In terms of attention to diversity, non-significant curricular adjustments are made, that is, at the level of methodology and evaluation, in those students with specific educational support needs, thereby pursuing equal opportunities for all students.
3. We offer students different extracurricular training resources to develop various skills that will enrich them in their personal and professional development.
4. Vocational guidance through the provision of tools and advice to students with vocational doubts or who believe that they have made a mistake in choosing the degree

Students who need educational support can write to us at:

[orientacioneducativa@universidadeuropea.es](mailto:orientacioneducativa@universidadeuropea.es)

## 11. ONLINE SURVEYS

Your opinion matters!

Universidad Europea encourages you to participate in satisfaction surveys to detect strengths and areas for improvement on the teaching staff, the degree and the teaching-learning process.

The surveys will be available in the survey space of your virtual campus or through your email.

Your assessment is necessary to improve the quality of the degree.

Thank you very much for your participation.