

## 1. BASIC INFORMATION

Course	Production and Operations
Degree program	Business Global Bachelor Degree in Management and Business Administration and Marketing
School	School of Social Sciences and Communication
Year	Third Course
ECTS	6 ECTS
Credit type	Compulsory
Language(s)	English
Delivery mode	ON SITE
Semester	SECOND SEMESTER
Academic year	2024/2025
Coordinating professor	IGNACIO MONSERRAT SORIANO
Professors	IGNACIO MONSERRAT SORIANO

## 2. PRESENTATION

The aim of this course is to give students an overview of the knowledge of Production and Operations, and to do so they will delve into production planning and the supply chain. They will be shown the importance of processes and best practices, as well as the models for achieving quality certification, as well as the problems involved in decision-making in this area. In other words, this course aims to offer students theoretical and practical training on the process of Operations and Production Management at a strategic, tactical and operational level in the business field.

## 3. LEARNING OUTCOMES

- **LEARNING OUTCOMES OF THE DEGREE PROGRAMME**

### Knowledge

KN01. Knowledge of the tools available in the area of production management, including planning, sales forecasting, inventory management and quality control of the production process.

### Skills

SK01. Ability to identify and understand the production area in the company and apply the different tools available for its management, as well as knowing the main relationships with other departments.

### Competences

CP01. Ability to identify and implement processes, systems and/or certifications that guarantee the quality of service and product.

CPT01. Create new ideas and concepts from known ideas and concepts, reaching conclusions or solving problems, challenges and situations in an original way.

CPT02. Transmit messages (ideas, concepts, feelings, arguments), both orally and in writing, strategically aligning the interests of the different agents involved in the communication.

CPT05. Cooperate with others in achieving a shared objective, participating actively, empathetically and exercising active listening and respect for all members.

CPT06. Integrate analysis with critical thinking in a process of evaluating different ideas or possibilities and their potential for error, based on evidence and objective data that lead to effective and valid decision-making.

CPT07. Adapt to adverse, unexpected situations that cause stress, whether personal or professional, overcoming them and even turning them into opportunities for positive change.

- **LEARNING OUTCOME OF THE SUBJECT**

- Modelling of the company's production planning and supply chain.
- Preparation of technical reports and use of ad hoc tools on quality management processes and certification procedures.
- Decision making in the field of company operations and quality

## 4. CONTENT

- Introduction to production systems.
- Supply chain.
- Production process design and programming.
- Production management.
- Quality management.
- Quality certifications - control and management systems.

## 5. TEACHING-LEARNING METHODOLOGIES

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

- Case method.
- Cooperative learning.
- Lectures.

## 6. LEARNING ACTIVITIES

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

**Campus-based mode:**

Learning activity	Number of hours
Master Classes	27
Asynchronous master classes	13
Independent work	30
Oral presentations	10

Case analysis and problem solving	10
Reports and writings	10
External visits/stays	5
Group participation activities	25
Knowledge test	5
Tutoring	15
<b>TOTAL</b>	<b>150</b>

## 7. ASSESSMENT

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

### Campus-based mode:

Assessment system	Weight
Knowledge test	50%
Case analysis and problem solving	20%
Written reports	15%
Oral presentations	15%

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:

Assessable activities	Deadline
<b>ACTIVITY 1:</b> What is the Toyota production system?	Week 2 February
<b>ACTIVITY 2:</b> Explain the production system of a company	Week 3 February
<b>ACTIVITY 3:</b> Search and analysis of production press news	Week 3 March
<b>ACTIVITY 4:</b> Analysis of a successful supply chain case	Week 3 March
<b>ACTIVITY 5:</b> Calculation of Company Costs	Week 3 April
<b>ACTIVITY 6:</b> ISO Analysis	Week 3 May
<b>ACTIVITY 7:</b> Analysis of the proposed quality case: definition of the protocol and specific measures	Week 3 May
<b>ACTIVITY 8:</b> Final assignment: supply chain analysis	Week 3 May

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:

- Jay H. Heizer, Barry Render, Pearson/Prentice Hall, Pearson/Prentice Hall, 2005.

The recommended Bibliography is:

- Operations Management, Mike PyCraft, Hemmant Sing, Khomotso Phihlela, Nigel Slack, Stuart Chambres, Christine Harland, Harklandm Alan Harrison, Riobert Johnston, Southern Africa edition Pearson 1997.
- Fundamentals of Operations Management, 3rd edition, Davis Chaes Aquilano, Mcgraw-hill, 2000  
Production and Operations Management, Pearson/Prentice Hall, R. B. Khanna, 2007.

## 10. EDUCATIONAL GUIDANCE, DIVERSITY AND INCLUSION UNIT

From the Educational Guidance, Diversity and Inclusion Unit we offer support to our students throughout their university life to help them reach their academic achievements. Other main actions are the students inclusions with specific educational needs, universal accessibility on the different campuses of the university and equal opportunities.

From this unit we offer to our students:

1. Accompaniment and follow-up by means of counselling and personalized plans for students who need to improve their academic performance.
2. In terms of attention to diversity, non-significant curricular adjustments are made in terms of methodology and assessment for those students with specific educational needs, pursuing an equal opportunities for all students.
3. We offer students different extracurricular resources to develop different competences that will encourage their personal and professional development.
4. Vocational guidance through the provision of tools and counselling to students with vocational doubts or who believe they have made a mistake in their choice of degree.

Students in need of educational support can write to us at:

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

## 11. ONLINE SURVEYS

Your opinion matters!

The Universidad Europea encourages you to participate in several surveys which help identify the strengths and areas we need to improve regarding professors, degree programs and the teaching-learning process.

The surveys will be made available in the “surveys” section in virtual campus or via e-mail.

Your assessment is necessary for us to improve.

Thank you very much for your participation.