

Operations Management.

Syllabus

| Week/Module | Topics |
|---|---|
| Week 0 | <ul style="list-style-type: none"> • Demo Video • Welcome to the course • Course Schedule • Grading Policy • Exam Details • FAQ |
| Week 1: Understanding Operations | <ul style="list-style-type: none"> • Introduction • Operations in an Organization • Alternative Configurations in Operations • Performance Measures in Operations • Week 1 Wrap-Up |
| Week 2: Analyzing Capacity in Operations | <ul style="list-style-type: none"> • Introduction • The Notion of Capacity in Organizations • Process Design and Capacity Analysis • Capacity Estimation and De-bottlenecking • Other Issues in Capacity Planning • Week 2 Wrap-Up |
| Week 3: Supply Chain in Operations | <ul style="list-style-type: none"> • Introduction • Supply Chain Management: Components • Design of an Appropriate Supply Chain • Issues in Inventory Planning • Reverse Supply Chain • Week 3 Wrap-Up |
| Assessment | Mid – Term Assessment |
| Week 4: Productivity Improvement in Operations | <ul style="list-style-type: none"> • Introduction • Productivity Paradox in Organizations • Productivity Management: Philosophy, Tools & Techniques • Tools for Sustaining Productivity Improvements • Challenges in Lean Management • Week 4 Wrap-Up |

| | |
|---|--|
| Week 5: Assuring Quality in Operations | <ul style="list-style-type: none"> • Introduction • Six Sigma Quality in Organizations • Total Quality Management: Philosophy, Tools & Techniques • Statistical Process Control • Establishing Quality in Service Organizations • Week 5 Wrap-up |
| Assessment | End – Term Assessment |

Final Exam Details:

If you wish to obtain a certificate, you must register and take the proctored exam in person at one of the designated exam centres. The registration URL will be announced when the registration form is open. To obtain the certification, you need to fill out the online registration form and pay the exam fee. More details will be provided when the exam registration form is published, including any potential changes. For further information on the exam locations and the conditions associated with filling out the form, please refer to the form.

Grading Policy:

| Assessment Type | Weightage |
|---------------------|-----------|
| Mid-Term & End-Term | 25% |
| Final Exam | 75% |

Certificate Eligibility:

- 40% marks and above in Mid Term & End Term
- 40% marks and above in the final proctored exam

Disclaimer: In order to be eligible for the certificate, you must register for enrolment and exams using the same email ID. If different email IDs are used, you will not be considered eligible for the certificate.