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BUS 560: Design & control of the Operations function

WILLIAM & MARY MASON SCHOOL OF BUSINESS

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About this Course

This course introduces students to one of the major functional areas of business—**Operations Management**. Operations Management (OPMAN) is devoted to how an organization efficiently converts resources into products and services. These resources include an organization's facilities, workforce, equipment, information, and materials. OPMAN decision-making occurs at all levels of the organization— strategic or long-term and tactical or short-term. Given the competitive nature of today's domestic and international business environment, the efficient management of a firm's resources is critical to business success and survival.

BUS 560 will provide you with an overview of the issues that make OPMAN critical to both manufacturing and service firms. Also, we will investigate the relationship of OPMAN to other business functions—marketing, human resources, accounting, etc. Given brief duration of the course, it will be necessary to move rapidly, so please fasten your seat belts!

The course will use two perspectives to explore operations. The first is the "process" view—a set of activities and resources that transform inputs into outputs. We will explore how to design, analyze, and control business processes within a firm. The second half of this course will use the supply chain as the overarching model to explore the latest operations-related initiatives. The supply chain is simply a network of firms that source, make, and deliver the product or service to the customer.

Both the process and the supply chain view are important and critical to the firm's performance. In a recent survey by the *US News & World Report* and *Working Women* magazines, careers in managing business processes, supply chain and logistics were listed as the fastest growing and highest paid career option for business graduates. Furthermore, many related decisions are now made by corporate Boards—so as a budding manager, the ideas and concepts you learn in this course will serve you better as you move into the uppermost echelons of your firm.

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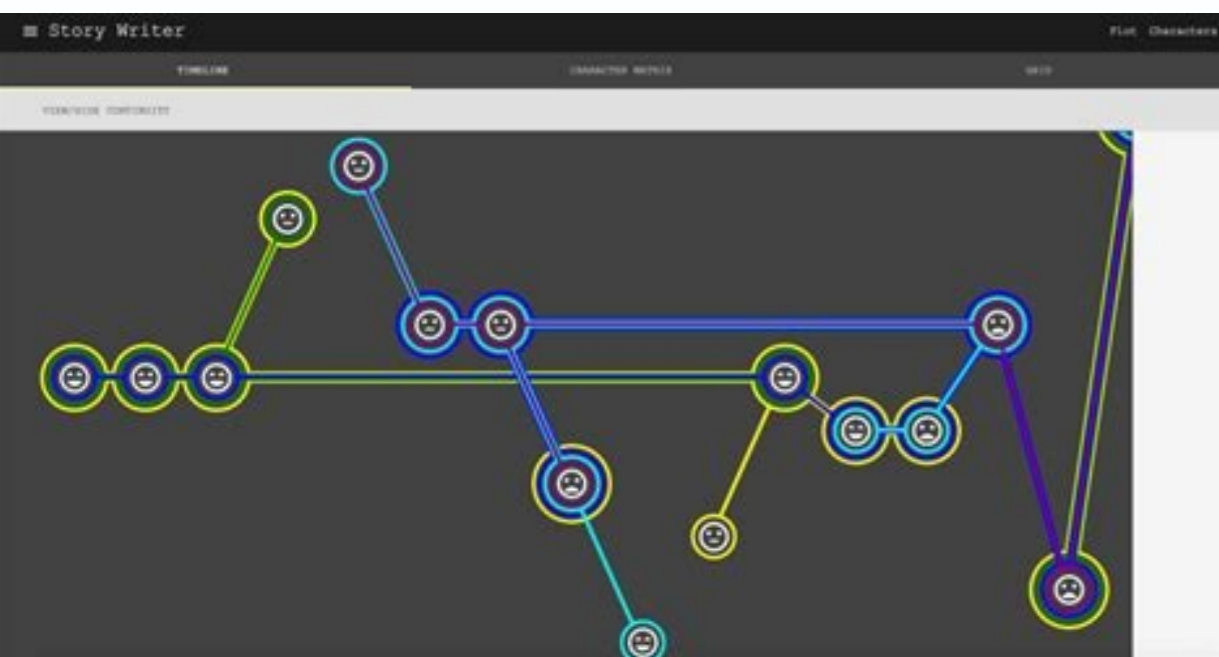
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Samsung Galaxy S21	Electronics	Active	\$1,199.00	100	USA
Microsoft Surface Pro 9	Electronics	Active	\$1,399.00	100	USA
HP Spectre x360	Electronics	Active	\$1,299.00	100	USA
Lenovo Yoga 920	Electronics	Active	\$1,199.00	100	USA
ASUS ZenBook 14	Electronics	Active	\$1,099.00	100	USA
Acer Swift 5	Electronics	Active	\$1,099.00	100	USA
Dell XPS 13	Electronics	Active	\$1,299.00	100	USA
Apple Watch Series 7	Wearables	Active	\$399.00	100	USA
Samsung Galaxy Watch 4	Wearables	Active	\$349.00	100	USA
Fitbit Versa 4	Wearables	Active	\$229.00	100	USA
Garmin Venu 2	Wearables	Active	\$349.00	100	USA
Apple AirPods Pro	Audio	Active	\$249.00	100	USA
Sony WH-1000XM4	Audio	Active	\$349.00	100	USA
Bose QuietComfort 35 II	Audio	Active	\$299.00	100	USA
Beats Solo3	Audio	Active	\$149.00	100	USA
Logitech MX Keys	Peripherals	Active	\$99.00	100	USA
Logitech MX Master 3	Peripherals	Active	\$149.00	100	USA
Logitech G Pro X	Peripherals	Active	\$149.00	100	USA
Logitech G502	Peripherals	Active	\$79.00	100	USA
Logitech G Pro Wireless	Peripherals	Active	\$149.00	100	USA
Logitech G900	Peripherals	Active	\$149.00	100	USA
Logitech G505	Peripherals	Active	\$79.00	100	USA
Logitech G Pro X Superlight	Peripherals	Active	\$149.00	100	USA
Logitech G Pro X Wireless	Peripherals	Active	\$149.00	100	USA
Logitech G Pro X Lightspeed	Peripherals	Active	\$149.00	100	USA
Logitech G Pro X Wireless Lightspeed	Peripherals	Active	\$149.00	100	USA
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Navigating the Outsourcing Minefield Outsourcing can make or break careers! Learn how to do it the right way, every time, with ease and confidence. It presents a modern synthesis of the fields of knowledge management, systems science and human organization. Transport Cost Reduction Techniques These 'insider secrets' that are simple to understand, are worth the cost of the program alone, 10 times over. These will take you step-by-step through all the essential knowledge you need, with case studies, worked examples, and useful tools, that will soon have you feeling like a supply chain expert. Measuring and Improving Supply Chain Performance So essential and yet so often poorly done. Presently serving on editorial boards of International Journal of Information Technology and Decision Making and International Journal of Innovation and Learning, he has previously served on editorial boards of International Journal of Operations and Quantitative Management, Journal of International Strategic Management, Operations Research, Computers & Operations Research, Future Generations Computer Systems, Fuzzy Sets and Systems, General Systems Yearbook and Prestige Journal of Management and Research. Knowing their needs and how these shape the whole Supply Chain, so that you can consistently drive cost and service improvement. Career Management Tips Pick the right roles, in the right companies, so you can fast track your way to promotions and higher incomes. Supply Chain Systems Explained Simply So you can not only understand the jargon and the business impact of the right systems, but spot the systems BS too! You won't get burned with investing in the wrong systems or poorly planned implementations. Dr Zeleny has recently published the Handbook of Information Technology in Business for Thomson International and the New Frontiers of Decision Making for the Information Technology Era for World Scientific. Two are even written as novels to make them fun to read! These handy guides have been prepared based on our years of experience in the Supply Chain and Logistics industry. These are on specialist topics with lots of opportunity for question and answers. Sample Chapter(s) Introduction (39 KB) Contents: Production of Knowledge: Moving from Data and Information to Knowledge and Wisdom Management of Systems: Global Management Paradigm Producing Networks: Management and Self-Production in Networks Producing Decisions: Multiple Criteria, Tradeoffs and Conflicts Attaining Wisdom: Wisdom of Management Systems Readership: Business managers, management scientists, business & management students, and business & management consultants. He is the author of more than 350 professional papers and articles, ranging from operations research, cybernetics and general systems, to economics, knowledge management, total quality management, and simulation models of autopoiesis and artificial life (AL). Articles on Integrated Process Management (IPM), Bata-System and Mass Customization were translated into Japanese and others into Chinese, French, Italian, Hungarian, Slovak, Czech, Russian and Polish. And when you find a good book, they're too technical and hard to read. Zeleny's long awaited book, "HSM", is a vital leading indicator for 21st century management action, just as his work over 40 years ago still remains an inspiration to researchers in multi-criteria decision making. Associate Professor Alan E Singer University of Canterbury "Professor Zeleny's emphasis on the importance of human coordination is highly illuminative, especially when it comes to the re-integration of knowledge, experiences and morality into wisdom, implying cultural enrichment and comprehensive human development, both of which are essential for sustainable development." Professor Kensei Hiwaki Tokyo International University "It is well written and structured, with a minimum of mathematics, thus making it appealing to a broad audience. His previous academic appointments were at Columbia University School of Business, University of South Carolina, Copenhagen School of Economics, European Institute for Advanced Studies in Management (Brussels), School of Advanced Technology at SUNY in Binghamton, Irish Management Institute (Dublin), Department of Architecture of the University of Naples, Centro Studi di Estimo e di Economia Territoriale in Florence, EPFL in Lausanne, and Contract of Excellence at the University of Padua. It provides numerous examples and anecdotes throughout ... Overall, the book is easy to read, gives a good overview of the topic treated and encourages the reader to think outside the box." Milan Zeleny, Professor of Management Systems, Fordham University at New York, holds a Dipl.Ing. He's been working, teaching, and consulting in Supply Chain for over 35 years. A Strategic Supply Chain Focus Something that no one else teaches, that is so simple, and helps you know right away how a Supply Chain needs to be aligned to the needs of the business and customers. New and original ideas and approaches are presented with the simplicity and clarity typical of the well-known author. Retail Supply Chain Guide Slotting and Order Picking Guide Supply Chain and Logistics Glossary Transport Insights Global Sourcing Insights Guides Logistics Outsourcing Plan Request for Tenders Outsourcing Success Guide Pricing Get the Program Now! Each year members are invited to four members only webinars. You'll get

the right approach from leading experts in the field and access to performance benchmarks that our Benchmarking team been guarding for 15 years! Learn some of the basics and advanced information of specific areas about Supply Chain and Logistics. As he was starting out in Supply Chain, Rob found it's hard to find really good unbiased information. Among his earlier books are Multiple Criteria Decision Making (McGraw-Hill), Linear Multiobjective Programming (Springer-Verlag), Autopoiesis: Dissipative Structures and Spontaneous Social Orders (Westview Press), MCDM-Past Decades and Future Trends (JAI Press), Autopoiesis: A Theory of Living Organization (Elsevier North Holland), Uncertain Prospects Ranking and Portfolio Analysis (Verlag Anton Hain), Multiple Criteria Decision Making (University of So. Carolina Press), Multiple Criteria Decision Making: Kyoto 1975 (Springer-Verlag) and several others. "Only an accomplished author like Dr Zeleny would dare reconcile business with art that is an art which recognizes the momentous changes which the organization has suffered in modern times ... Professor Zeleny must be congratulated for his effort which extends common efforts to make the subjects of his text more meaningful and understandable." John P van Gigh Professor Emeritus of Management and Systems California State University "Milan Zeleny is now the most cited Czech economist. Get the Program Now! //doi.org/10.1142/9789814602433_0001 //doi.org/10.1142/9789814602433_0003 //doi.org/10.1142/9789814602433_0005 //doi.org/10.1142/9789814602433_0007 //doi.org/10.1142/9789814602433_0009 //doi.org/10.1142/9789814602433_0011 //doi.org/10.1142/9789814602433_bmatterPage 2 //doi.org/10.1142/9789812561701_0001 //doi.org/10.1142/9789812561701_0003 //doi.org/10.1142/9789812561701_0005 //doi.org/10.1142/9789812561701_0007 //doi.org/10.1142/9789812561701_0009 //doi.org/10.1142/9789812561701_0011 3 Human Systems Management is an important work that integrates knowledge, management and systems into a unified world of thinking and action in business, decision-making and economics. You'll learn how it should be done. Dr Zeleny has been awarded the Erskine Fellow, University of Canterbury; The Georg Cantor Award, International Society of MCDM; the USIA Fulbright Professor, Prague, Czechoslovakia; the A Bernstein Memorial Lecturer, Tel-Aviv, Israel; the Alexander von Humboldt Award, Bonn, Germany; the Rockefeller Foundation Resident Scholar, Study Center; and the Norbert Wiener Award. This drives real and lasting cost and service benefits to any business. Currently he holds visiting professorships at Xidian University of Xian, China, and at the Tomas Bata University in Zlin, Czech Republic. Optimising Inventory Something that most businesses, even the big corporates, struggle with: from the Prague School of Economics, an MS and a PhD from the University of Rochester. That's why he started the Supply Chain Secrets book series. They cover all elements of the Supply Chain in an easy to read style. A biological rather than mechanistic perspective pervades the text. International expert and author Rob O'Byrne gives his powerful and essential tips and insights in these supply chain books based on over 1,400 client assignments across 23 countries. Dr Zeleny is also the principal of ZET-Organization consultancy, President of the Central European Productivity Center (allied with Productivity International) and Director of the Czech Productivity Center in Prague. You'll know the short-cut methods to assessing inventory improvement opportunities. (He has also published over 500 short stories, literary essays and newspaper articles in Czech, Slovak and English.) He is currently the Editor-in-Chief of Human Systems Management, an international journal. Sample Chapter(s) Introduction (39 KB) Watch the previously recorded webinars that you can play on your computer or tablet. Who ever said you have to step on every rung of the corporate ladder to reach the top! Procurement, Purchasing, Buying What these all mean and how so many companies get it wrong by rewarding the wrong behaviours. An understanding of what makes Supply Chains tick, that most business people lack, so you'll know instinctively what's wrong.

Gain conceptual, analytical and practical insights into effective operations management. You'll graduate with the expertise in production and delivery management that employers look for. This course is for graduates who want to work in the managerial or consulting areas of operations, logistics or supply chain management. Key benefits 1 dzien temu - Navigating today's supply chain woes is not impossible, but it does require a new approach. Companies that have historically treated drayage and other inland transportation services as an afterthought will need to shift this mindset in order to survive in the current maritime environment. Forbes also highlights the key 2020 Supply Chain Technology Trends that are receiving lots of buzz in Supply Chain Management. In this regard, students seeking top-notch research areas for supply chain management thesis can consider new trends to ... 19.04.2019 · Before we begin though, it's worth mentioning one small caveat. The scope of supply chain management and operations is very broad, and no two companies necessarily have the same approach to it.Therefore, there are no real defined supply chain career paths—but this is a good thing, because your career can take you anywhere... However, it also means that the ... A degree emphasizing process improvements - a career enriching business solutions. With a focus on business and technology, the Bachelor of Commerce (Supply Chain Management) Honours degree program provides you with skills and knowledge for a rewarding career involving supply chain management. Businesses are looking for skilled leaders who demonstrate the ... 25.05.2019 · The seven case studies in this article each highlight a supply chain cost-management challenge faced by a large enterprise. Each case study briefly describes the company and its background, the nature of the challenge, the approach that was taken to overcome it, and the successes achieved.

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