

**UkaTarsadia University**  
**Department of Commerce and Management**



**B.B.A.**

**GE 2 Production & Operations Management  
(030030221)**

**Semester - II**

**Effective from January 2016**

**Syllabus Version: 1.01**

**Semester-II****(030030221) GE 2 Production & Operations Management****Credits: 6[Theory + Tutorial]****Contact Hours per Week: [5+1]****Course Objective:**

The objective of the course is to deal with decision making regarding the quality, quantity, cost, etc., of production. It applies management principles to production.

**Learning Outcomes:**

Students will be enhancing decision-making skill related to production processes so that the resulting goods or a service is produced.

**Pedagogic Tools:**

Lectures, chalk and talk method, audio-visual techniques, field assignment, etc.

<b>No.</b>	<b>Unit</b>	<b>Minimum No. of Contact Hours [Theory]</b>	<b>Minimum No. of Contact Hours [Tutorial]</b>	<b>Approx. Weight age %</b>
1	Introduction to production and operations management, processes, manufacturing and service operations	10	2	15
2	Design of production systems and production technology	10	2	15
3	Facility location and layout	10	3	20
4	Production and service operations planning	15	3	15
5	Quality management and Material planning	10	1	15
6	Purchase, stores and inventory management	10	2	20
	<b>Total</b>	<b>65</b>	<b>13</b>	<b>100</b>

BBA	Subject	Hours
Semester - II	(030030221) GE 2 Production & Operations Management	5hrs/week[Theory] 1hr/week [Tutorial]
	(Theory + Tutorial)	6 Credits

	Topics	No. of Hours Required
	<b>SECTION – I</b>	
<b>Unit-1</b> [Weight age 15%]	<b>Introduction to production and operations management, processes, manufacturing and service operations</b>	<b>10</b>
	Nature of production, Production as a system, Production as an organization function, Decision making in production, Importance of production function, Production management and operations management, Characteristics of modern production and operations function, Organisation of production function, Recent trends in production/operations management, Introduction of forecasting, Types of forecasting-qualitative methods, quantitative methods, Manufacturing operations and service operations, Non-manufacturing or service operations, Differences between manufacturing and service operations, Operations in the service sector, Production of goods (manufacturing) versus service operations, The challenges facing operations managers	
<b>Unit-2</b> [Weight age 15%]	<b>Design of production systems and production technology</b>	<b>10</b>
	Production design and process design, Objectives of product design, Factors influencing product design, Characteristics of good product design, Meaning of process, Process planning, Process selection, Process strategy, Make-or-buy decisions, The meaning of technology, Role of technology in production and operations management, Classification of technology, Technology in services	
<b>Unit-3</b> [Weight age 20%]	<b>Facility location and layout</b>	<b>10</b>
	Introduction of facility location, Freedom of location, Errors in selection, Steps in location selection, Relative importance of location	

	factors, Meaning, definition and scope of facility layout, Objectives of a good layout, Factors influencing facility layout, Principles of layout, Types of layout, Service facility layout, Arrangement of other facilities, Importance of facility layout, Revision of layout, Criteria for selection and design of layouts	
<b>SECTION – II</b>		
<b>Unit-4</b> [Weight age 15%]	<b>Production and service operations planning</b>	<b>15</b>
	Introduction of production/operations planning and control, Classification of production planning and control functions, Production planning/operations planning, Factors determining production planning procedures, Production planning system, Production control, Production control system, Factors determining production control procedures, Production planning/operations planning and control, Role of production planning and control in operations management, Scope of production planning and control, Main functions of production planning and control department, Levels of production planning, Production planning functions, Production control functions, Benefits of production planning and control function, Production planning and control in different production systems, Make or buy analysis, Organisation of PPC department, Characteristics of planning and scheduling of services, Operations strategies for services	
<b>Unit-5</b> [Weight age 15%]	<b>Quality management and Material planning</b>	<b>10</b>
	Nature of inspection, Quality control, Types of control charts(with numerical), Total quality management, Elements of TQM-Total quality management program, Modern Quality management, Process management, Business process engineering (BPR), Quality movement inIndia, Quality circle (QC), What is material planning? -Materials budgeting ,Material control	
<b>Unit-6</b> [Weight age 20%]	<b>Purchase, stores and inventory management</b>	<b>10</b>
	Definition of purchasing, Importance of purchasing, Objectives of purchasing, Purchase organization, Purchasing cycle, Nature of stores, Stores layout, Stock verification, Classification and codification, Materials handling, Factors affecting the selection of materials	

	handling equipment, Types of materials handling systems, Types of materials handling equipment, Meaning and definition of inventories, Objectives of inventories, Benefits of inventory management and control, Inventory control techniques	
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### Text Book:

1. K.Aswathappa and K.ShridharaBhat, "Production and Operation Management", Himalaya Publishing House Pvt. Ltd.

### Reference Books:-

2. KanishkaBedi, "Production and Operation Management", OXFORD University Press.
3. Russell & Taylor, "Operations Management", John Wiley & Sons, Inc.