



SUBJECT: Operations Management		
MASTER IN BUSINESS ADMINISTRATION Professor: Marco Busatto / Mariano Prieto	ECTS: 3	SEMESTER: 2

WEEK	SESSION	DESCRIPTION OF CONTENTS	Indicate special space needs	STUDENT WORK DURING THE WEEK	
				DESCRIPTION	CONTACT HOURS
1	1	Introduction to Operations Management		<ul style="list-style-type: none"> • Readings: ¿Operations management for MBAs¿, Meredith, Jack R. • ¿Operations management : an integrated approach¿ Reid, Robert D. • Article: ¿The Virtual Company¿ • Cases: ¿The beer game¿ 	1
2	2	Mission and strategy of the firm		<ul style="list-style-type: none"> • Readings: Slides • Articles ¿Global Logistics and Risk Mgmt¿, Simchi-Levi • ¿Operations Based Strategy¿ R. Hayes ¿ ¿What is strategy¿ M. Porter • Business Case: Part I 	1
3	3	Optimization Tools for Decision Making		<ul style="list-style-type: none"> • Readings: Slides • ¿Model Building in Mathematical Programming¿ H. Paul Williams • Cases: Excel problems. • Business Case: Part II 	1
4	4	Simulation Tools for Decision Making		<ul style="list-style-type: none"> • Readings: Taha, H. (2006) ¿Operations Research: An Introduction¿, Prentice Hall • Cases: Enterprise Dynamics problems and Excel exercises. • Business Case: Part III 	1



5	5	Final Business Case presentations		<ul style="list-style-type: none">Final Business Case presentations	1
6	6	Project Management		<ul style="list-style-type: none">Readings: Hillier and Lieberman (2007) ¿Introduction to Operations Research¿, McGraw Hill.Cases/Exercises: Project Management THEORY.pdf; Project Management 2013.xls	1
7	7	Quality Management		<ul style="list-style-type: none">Readings: Galgano A. (1993). ¿Companywide Quality Management¿. Prentice Hall.Ishikawa, K. (1991) ¿What is Total Quality Control? The Japanese Way¿, Prentice Hall.Cases/Exercises: Helicopter CASE.pdf , Diagnosis CASE.pdf	1
8	8	Process design		<ul style="list-style-type: none">Readings: Goldratt, E. & Cox, J. (2004). ¿The Goal: a process of ongoing improvement¿.Cases/Exercises: Helicopter CASE.pdf ; Lean THEORY.pdf; Lean CASE.pdf	1
9	9	Six sigma part I		<ul style="list-style-type: none">Readings: Eckes, G. (2001) ¿Making Six Sigma Last¿, Wiley.Cases/Exercises: Helicopter CASE.pdf ; SixSigma THEORY.pdf; SixSigma CASE.pdf	1
10	10	Six sigma part II		<ul style="list-style-type: none">Readings: Eckes, G. (2001) ¿Making Six Sigma Last¿, Wiley.Cases/Exercises: Helicopter CASE.pdf ; SixSigma THEORY.pdf; SixSigma CASE.pdf ; DoE English 2013.xls	1
6	6	Exam			
TOTAL NUMBER OF HOURS					10