Operations, logistics and process management

Master in Business Administration (MBA)

2021/2022

UNIVERSIDAD NEBRIJA

TEACHING GUIDE

Subject: Operations, logistics and process management

Title: Master in Business Administration (MBA)

Academic Course: 2021-2022

Character: Obligatory

Language: Spanish/English

Modality: Face-to-face/Blended/Distance

Credits: 6 ECTS

Semester: 1º

Teachers/Teaching Team: Prof. Mr. Manuel Ruiz Albereguía / Prof. Mr. Michael de José Belzunze

1. COMPETENCES AND LEARNING OUTCOMES

1.1. Competences

Basic Skills

CB7. That students know how to apply the knowledge acquired and their ability to solve problems in new or little-known environments within broader (or multidisciplinary) contexts related to their area of study.

CB8. That students are able to integrate knowledge and face the complexity of formulating judgments based on information that, being incomplete or limited, includes reflections on the social and ethical responsibilities linked to the application of their knowledge and judgments.

CB9. That students know how to communicate their conclusions and the knowledge and ultimate reasons that support them to specialized and non-specialized audiences in a clear and unambiguous way.

CB10. That students possess the learning skills that allow them to continue studying in a way that will be largely self-directed or autonomous.

General Skills

CG2. The student must be able to systematically understand relevant company information, its context and how to apply it to complex situations, taking into account how it affects other departments.

CG3. The student must master business information analysis techniques.

CG8. The student must be able to recognize the need for change in the company or in one of its departments and must have the necessary skills to manage it.

Specific Skills

CE9. Analyze and interpret the company's Balanced Scorecard with its key indicators, and be able to use it in decision-making in the business environment.

CE10. Being able to evaluate and reorganize the operational and logistical processes of a company for its improvement in the business environment.

CE12. Integrate the knowledge of the different areas of the company learned in the Master and apply them in the preparation of the final Master's Project.

CE13. Obtain, analyze and evaluate relevant information that allows you to develop knowledge applied to business sciences, oriented to the creation and management of companies.

1.2. Learning Outcomes

- Mastering decision making in operations management
- Understand and manage quality in production
- Know project management
- Understand Lean Production Techniques
- Understand and master inventory management
- Understand the relevance of capacity and location decision making
- Understand production management in its strategic and operational tactical aspects
- Understand the management of transportation systems, equipment and materials handling
- Mastering quantitative techniques for decision making in storage systems
- Know the logistics trends and management indicators

2. CONTENTS

2.1. Previous requeriments

None.

2.2. Description of the contents

- Introduction to decisions in direction of operations
- Quality management
- Project management
- Adjusted Production (Lean)
- Inventory management
- Capacity and location decisions
- Production management - strategic aspects and operational tactical aspect
- Management of transport systems, equipment and material handling
- Quantitative techniques for decision making in storage systems
- Logistics trends and management indicators

2.3. Teaching methodologies

During the course, activities, practices, reports or projects may be developed in which students show examples of application of the methods and techniques developed in the subject.

2.4. Formation Activity:

Formation Activity

Modality Face-to-face:

Formation Activity	Hours	Percentage of presence AF

AF1	35	100%
AF2	10	100%
AF3	10	25%
AF4	65	0%
AF5	20	0%
AF6	10	100%

Modality Blended:

Formation Activity	Hours	Percentage of presence AF
AF1	35	0%
AF2	10	0%
AF3	30	25%
AF4	45	0%
AF5	20	0%
AF6	10	50%

Modality Distance:

Formation Activity	Hours	Percentage of presence AF
AF1	35	0%
AF2	20	0%
AF3	20	0%
AF4	30	0%
AF5	35	0%
AF6	10	20%

Teaching methodologies:

Modality Face-to-face: MD1; MD2; MD3; MD4
Modality Blended: MD1; MD2; MD3; MD4
Modality Distance: MD1; MD2; MD3; MD4

TEACHING METHODOLOGIES OF THE PROPOSED TITLE	
Code	Teaching Methodologies
MD1	Case Method
MD2	Cooperative Learning
MD3	Problem Based Learning (PBL)
MD4	Master class

3. EVALUATION SYSTEM

3.1. Grading system

The final grading system will be expressed numerically as follows:

0 - 4.9 Fail (SS)
5.0 - 6.9 Pass (AP)
7.0 - 8.9 Notable (NT)
9.0 - 10 Excellent (SB)
The mention of "academic honors" may be awarded to students who have obtained a grade equal to or greater than 9.0.

3.2. Evaluation criteria

Code	Evaluation System	Description
SE1	Development in individual work	Student performance in individual work in solving exercises or cases
SE2	Development in group work	Student performance in group work in solving exercises or cases
SE3	Final face-to-face test/exam	Face-to-face final test/exam

Modality Face-to-face:

To successfully pass any subject / subject, the student must pass the final exam in person. That is, in the final exam, a grade equal to or greater than 5 on a scale of 0-10 must be achieved, with 0 being the minimum grade and 10 the maximum.

Ordinary Call

Evaluation System	Minimum weight %	Maximum weight máxima %
SE1	25	25
SE2	25	25
SE3	50	50

Extraordinary Call

Evaluation System	Minimum weight %	Maximum weight máxima %
SE1	50	50
SE2	0	0
SE3	50	50

Modality Blended:

Ordinary Call

Evaluation System	Minimum weight %	Maximum weight máxima %
SE1	35	35
SE2	15	15
SE3	50	50

Extraordinary Call

Evaluation System	Minimum weight %	Maximum weight máxima %
SE1	50	50
SE2	0	0
SE3	50	50

Modality Distance:

Ordinary Call

Evaluation System	Minimum weight %	Maximum weight máxima %
SE1	30	30
SE2	20	20
SE3	50	50

Extraordinary Call

Evaluation System	Minimum weight %	Maximum weight máxima %
SE1	50	50
SE2	0	0
SE3	50	50

In any case, passing any subject, without exception, for the three modalities is subject to passing the corresponding final face-to-face test/exams.

3.3. Restrictions

Minimum calification

To successfully pass any subject, the student must pass the final exam in person. That is, in the final exam/test, a grade equal to or greater than 5 on a scale of 0-10 must be achieved, with 0 being the minimum grade and 10 the maximum.

Assistance

The student who, unjustifiably, fails to attend more than 25% of the face-to-face classes may be deprived of the right to take the exam in the ordinary call.

Writing rules

Special attention will be paid in the written assignments, practices and projects, as well as in the exams/test both the presentation and the content, taking care of the grammatical and spelling aspects. Failure to comply with the acceptable minimums may result in points being deducted in said work.

3.4. Plagiarism warning

The Antonio de Nebrija University does not tolerate plagiarism or copying under any circumstances. Plagiarism is considered the reproduction of paragraphs from texts of authorship different from that of the student (Internet, books, articles, work of colleagues ...), when the original source from which they come is not cited. The use of quotes cannot be indiscriminate. Plagiarism is a crime.

If this type of practice is detected, it will be considered a Serious Misconduct and the sanction provided for in the Student Regulations may be applied.

4. BIBLIOGRAFY

Basic Bibliografy

- HEIZER & RENDER. Dirección de la producción y operaciones (2 tomos). Pearson Prentice Hall. Nueva York. 2015.
- CUATRECASAS ARBÓS, Lluis. Dirección de operaciones. Editorial Díaz de Santos. Madrid. 2011.
- CHASE, Richard B. Administración de producción y operaciones: Manufactura y servicios. McGraw Hill,Edición, Santa Fe de Bogotá. 2000
- DOMÍNGUEZ MACHUCA, J.A., GARCÍA, S. DOMÍNGUEZ, M.A., RUIZ, A. Y ÁLVAREZ,

M.J. Dirección de Operaciones: Aspectos estratégicos en la producción y los servicios. España (Madrid): McGraw-Hill. ISBN: 84-481-1848-0 . 2005

- DOMÍNGUEZ MACHUCA, J.A., GARCÍA, S. DOMÍNGUEZ, M.A., RUIZ, A. Y ÁLVAREZ, M.J. Dirección de Operaciones: Aspectos tácticos y operativos en la producción y los servicios. España (Madrid): McGraw-Hill. ISBN: 84-481-1803-0. 2003

Recommended Bibliografy

- BAYÓN y MARTÍN. Operaciones y procesos. Editorial Síntesis. Madrid. 2004
- ALBERT PIÑOLE, Isabel. Gestión de viajes, servicios y productos turísticos. Editorial Universitaria Ramón Areces. Madrid. 2015.
- SLACK, N., CHAMBERS, S., JOHNSTON, R. BETTS, A. Operations and Process Management. Principles and Practice for Strategic Impact. Pearson Education (2012).