# **SMS 2203 OPERATIONS MANAGEMENT**

**Objective:**

The Course is designed to acquaint the students with decision making in; Planning, scheduling and control of Operation functions in both manufacturing and services

**Course Contents**

**Module I:**

Introduction: production and operation management as function, nature and scope, decision areas. Operations strategy. Process and capacity Analysis.

**Module II:**

Design of Manufacturing Process. Design of Service systems. Facility Location and Layout Decisions.

**Module III:**

Total Quality Management, elements, tools for TQM. Cost of Quality. ISO-Quality Stds-Statistical process, control charts. Concepts of acceptance sampling -OC curve.

**Module IV:**

Supply chain Management, Lean Management. Sourcing and Supply Management. Inventory planning and control for independent demand items.

**Module V:**

Resource planning – MRP for dependent items. Aggregate production planning. Scheduling of operations. Maintenance management.

**Suggested Books**

1. Operations Management Theory and Practice second edition B Mahadevan.

Pearson (Text Book)

1. Krajweski, Ritzman and Malhotra, Operations Management, Process and Value chains, Pearson Education. 2012
2. Chase, Jacobs and Acquilano, Operations management for competitive advantage. Tata McGraw Hill, 2012
3. K. Shridhara Bhat, Operations Management, Himalaya publishing house,2009.