

**NIRMA UNIVERSITY**  
**Institute of Management**  
**Master of Business Administration (Family Business & Entrepreneurship) Programme**  
**Term - III**

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<b>Course Code</b>	<b>MFB4CCOQ02</b>
<b>Course Title</b>	<b>Production and Operations Management</b>

**Course Learning Outcomes (CLO):**

At the end of the course, the students will be able to:

1. Identify the role of Production and Operations Strategy as a source of competitive strength in a global marketplace
2. Analyze the process capability to ensure a service or product meets customer requirements
3. Compare policies for continuous and periodic review inventory control systems

**Syllabus**

**Teaching Hours**

<b>Unit I: Introduction &amp; Project Management</b> <ul style="list-style-type: none"> <li>• Overview and Introduction to the course</li> <li>• Project Management</li> <li>• Programme Evaluation &amp; Review Technique (PERT)</li> <li>• Time Cost Networking Models</li> </ul>	08
<b>Unit II: Quality Management</b> <ul style="list-style-type: none"> <li>• Quality Management</li> <li>• Quality Costs</li> <li>• Analytical Tools for Six Sigma &amp; Continuous Improvement</li> <li>• Process Capability, Capability Index, Process Control Charts</li> </ul>	07
<b>Unit III: Supply Chain &amp; Forecasting</b> <ul style="list-style-type: none"> <li>• Supply Chain Management, Performance Issues</li> <li>• Supply Chain Design Strategy, Outsourcing, Mass Customization</li> <li>• Forecasting, Demand Management</li> <li>• Qualitative and Quantitative Forecasting Techniques</li> <li>• Forecasting Accuracy Measures</li> </ul>	08
<b>Unit IV: Inventory Management</b> <ul style="list-style-type: none"> <li>• Inventory Management for Independent Demand, Inventory Costs</li> <li>• Multi-period Inventory Systems, Q-models of Inventory Management</li> <li>• Price-Break Models</li> </ul>	07

**Suggested Readings:**

1. Chase, R.B., Shankar, R., and Jacobs, F.R., Operations and Supply Chain Management, Tata McGraw – Hill.
2. Heizer, J., Barry, R., Rajashekhar, J., Operations Management, Pearson, New Delhi
3. Krajewski, L.J., Ritzman, L.R., Malhotra, M.K., and Srivastava, S.K., Operations Management: Processes and Supply Chains, Pearson, Delhi
4. Gaither, N., Frazier G., Operations Management, Cengage Learning
5. Stevenson, W.J., Production and Operations Management. McGraw-Hill.

w.e.f. Academic year 2019-20 and onwards