UNIVERSIDADE LUSÍADA
LISBOA

Course Unit Program
Operational Management

Academic Year 2023/2024

1. Organic Unit

Faculty of Business and Economic Sciences

2. Course

Business Management

3. Cycle

1st

4. Course Unit

Operational Management (24125)

5. Scientific Area

6. Curricular Year

3rd

7. Type of Curricular Unit / Semester

1st Semester

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8. Class type and workload (work time)

Theoretical classes:	
Practical classes:	
Theoretical-Practical Classes	30,00
Tutorial Guidance:	20,00

9. ECTS Credits

6,00

10. Scientific Area Coordinator

11. Regent

Prof. Doutora CARLA ISABEL RUSSO VIVAS

12. Assistants

13. Teaching Language

Portuguese

14. General Objectives

The objective of the Operations Management (OM) course is to provide students with knowledge about the general fundamentals of the functional area. It aims at the study of concepts, techniques and tools to design, analyze and improve the operational capabilities of an organization.

15. Specific Objectives

1 - Identify the main decisions and basic concepts within the scope of GO;
2 - Identify GOL?s role in organizations as a generator of value and competitive advantages;
3 - Understand the concepts and techniques of stock management;
4 - Identify and analyze the different costs associated with stocks and storage
5 - Apply project programming techniques.

16. Skills to be acquired

- Acquire knowledge and skills in the field of Operations Management;
- Comprehention of modern Operations Management methodologies and tools;
- Possibility of defining the requirements of an information system for Operations Management;
- Possibility to evaluate and select the operations planning and control model;
- Competence for the development and implementation of Operations Management tools in various business environments.

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17. Teaching Methodology

The theoretical contents of the course will be presented through illustrated classes whenever possible with practical cases. Students will be motivated to apply the skills acquired through hands-on activities, including the analysis and discussion of case studies, simulations and exercises.

18. Course Unit Program

1. Introduction to Operations Management
2. Process Design and Analysis
3. Prediction for GO
4. Aggregate Operations Planning
5. Inventory Management
6. Material requirements planning
7. Project Management

19. Assessment Methods

Continuous assessment will be carried out through 2 written tests (30%/each) and the development and presentation of a group work (40%).

20. Didactic Resources

Computer, projector, whiteboard, markers.

21. Sustainability Objectives

4 - Quality Education
12 - Sustainable production and consumption

22. Keywords

Management
Operations
Forecast
Aggregate Planning
Stocks

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23. Main Bibliography

Author(s):	Heizer, J.; Render, B.; Munson, C.		
Title:	Operations Management: Sustainability and Supply Chain Management		
Edition:	13rd	Year:	2020
Local:	Boston		
Publisher:	Pearson		

Author(s):	Courtois, A.; Pillet, M.; Matin-Bonnefous, C.		
Title:	Gestão da produção		
Edition:	5.ª Ed	Year:	2013
Local:	Lisboa		
Publisher:	Lidel		

Author(s):			
Title:			
Edition:		Year:	
Local:			
Publisher:			

24. Complementary Bibliography

Author(s):	Pinto, J.		
Title:	Gestão de Operações na indústria e nos serviços		
Edition:	3.ª rev. act.	Year:	2015
Local:	Lisboa		
Publisher:	Lidel		

Author(s):	Ribeiro, J.; Roldão, V.		
Title:	Gestão das Operações - uma abordagem integrada		
Edition:		Year:	2014
Local:	Lisboa		
Publisher:	Monitor		

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Ficha técnica MIP / MIP Datasheet	
Título / Title	Course Unit Program 'GESTÃO DE OPERAÇÕES': Academic Year 2023/2024
Autor / Author	Prof. Doutora CARLA ISABEL RUSSO VIVAS
Classificação / Classification	-
Descritores / Descriptors	-
Colaborador(es) / Colaborator(s)	-
Data Hora / Date Time	
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