UNIVERSIDADE LUSÍADA
LISBOA

Course Unit Program
Operational Management

Academic Year 2024/2025

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 MARIA MANUELA MARTINS SARAIVA SARMENTO COELHO

12. Assistants

13. Teaching Language

Portuguese

14. General Objectives

The general objectives of the "Operations Management" curricular unit are to deepen the knowledge about the main areas of Operations Management, so that the future manager can contribute to the management of the service or manufacturing industry.

15. Specific Objectives

Provide the student with a level of competences in the specific area of Operations and particularly in the domain of the tools used in quality management, project management, process management and inventory management, considering the decision-making in strategic planning, tactical and operational.

16. Skills to be acquired

The main skills to be acquired will be:
- Ability to formulate problems, in the specific domains mentioned, in semi-structured and unstructured situations.
- Ability to use in an adjusted way the instruments that allow to obtain the solutions.
- Ability to analyse results and develop new or improvement plans.

17. Teaching Methodology

The sessions will allow to obtain a solid theoretical formation, in the specified domains, always materialized by applications of a practical nature, which allow to consolidate and clarify the knowledge about the taught subjects. Students throughout the curricular unit will develop group work (case studies) and individual work (problems).

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18. Course Unit Program

SWOT analysis applied to GO
Porter analysis applied to GO
Historical milestones in production and operations management
Fundamental concepts of production and operations management
Manufacturing industry and service industry
Production management perspectives
Quality in the industry
Quality costs
Total quality
Total quality management
Seventeen techniques for improving quality
Implementation of the TQM strategy
Production system
Production planning
Aggregate planning
Master production planning
Production capacity planning
Materials management planning
Inventory management
MRP I, MRP II and JIT systems

19. Assessment Methods

2 tests with 70% of the grade.
1 Group work (maximum 4 students) with report, oral presentation and debate, with 30% of the grade.

20. Didactic Resources

Presentation of lessons in PowerPoint.
Recommended Reading.
Databases of scientific publications from the Lusíada University media library.
Articles given by the teacher for analysis.
Study cases

21. Sustainability Objectives

The decision making must be based on the sustainability axes: economic, social and environmental.
Economic: adopt measures aimed at increasing their efficiency to generate jobs and remunerate the invested capital.
Social: respect human rights, promote equal opportunities, acting fairly with their employees and stakeholders.
Environmental: focus their efforts on conserving and managing natural resources, as well as protecting the landscape and the surrounding environment.

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22. Keywords

Operations Management
Planning
Costs control
Statistical control
Inventory

23. Main Bibliography

Author(s): R. B. Chase; N. J. Aquilano e F. R. Jacobs.
Title: Operations Management for Competitive Advantage.
Edition: 11.ª Year: 2011
Local: USA
Publisher: McGraw-Hill

Author(s): Heizer, Jay; Render, Barry; Munson, Chuck.
Title: Operations Management - Sustainability and Supply Chain Management
Edition: 12.ª Year: 2016
Local: USA
Publisher: Pearson

Author(s): Slack, N.; Jones, A.B.; Johnston, R.
Title: Operations Management
Edition: 7.ª Year: 2014
Local: USA
Publisher: Pearson

24. Complementary Bibliography

Author(s): Reid, D. R.; Sanders, N.R.
Title: Operations Management: An Integrated Approach
Edition: 7.ª Year: 2014
Local: USA
Publisher: John Wiliey.

Author(s): Stevenson, William J.
Title: Operations Management
Edition: 13.ª Year: 2017
Local: USA
Publisher: McGraw-Hill Education

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Ficha técnica MIP / MIP Datasheet	
Título / Title	Course Unit Program 'GESTÃO DE OPERAÇÕES': Academic Year 2024/2025
Autor / Author	Prof. Doutora MARIA MANUELA MARTINS SARAIVA SARMENTO COELHO
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