



UNIVERSIDADE LUSÍADA
LISBOA

Course Unit Program
OPERATIONAL MANAGEMENT

Academic Year 2026/2027

1. Organic Unit

Faculty of Business and Economic Sciences

2. Course

BUSINESS MANAGEMENT

3. Cycle

2nd

4. Course Unit

OPERATIONAL MANAGEMENT (70202)

5. Scientific Area

6. Curricular Year

1st

7. Type of Curricular Unit / Semester

2nd Semester



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8. Class type and workload (work time)

Theoretical classes:	
Practical classes:	
Theoretical-Practical Classes	15,00
Tutorial Guidance:	20,00

9. ECTS Credits

7,50

10. Scientific Area Coordinator

11. Regent

Prof. Doutora LUCILA KARMALUK PENA

12. Assistants

13. Teaching Language

Portuguese

14. General Objectives

Qualify students with advanced theoretical and methodological frameworks for strategic decision-making in Operations Management and global Supply Chains. The focus is on the design, critical analysis, optimization, and transformation of operational systems in highly volatile contexts, guiding organizations towards operational excellence, digital maturity (Industry 4.0/5.0), and regenerative and circular sustainability (ESG).

15. Specific Objectives

Develop strategic thinking to understand operations as a source of competitive advantage and dynamic capabilities. Apply quantitative methods to process modelling, flow control and capacity planning. Assess risks and resilience in global supply chains. Integrate Lean Six Sigma and TQM into continuous improvement. Analyse the impacts of exponential technologies. Incorporate ESG and Circular Economy principles into operational decision making.

16. Skills to be acquired

Analyse and optimise operational processes using performance metrics and quantitative methods. Design and evaluate quality and productivity programmes. Manage supply chains with a focus on risk and resilience. Critically assess digital transformation technologies in operations. Integrate corporate responsibility, sustainability and ESG criteria into operational decision making.



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17. Teaching Methodology

Student centred discussion sessions and active learning methodologies, making intensive use of case studies, complex decision making problem solving, and critical examination of seminal and contemporary scientific papers.

18. Course Unit Program

1. Foundations and contemporary paradigms in Operations Management
2. Operations strategy, competitive advantage, and decision making
3. Process design, workflows, and service dynamics
4. Operational excellence and quality management
5. Integrated planning, strategic Supply Chain management, and resilience
6. Digital transformation and emerging technologies
7. Sustainable Operations, Circular Economy, and ESG

19. Assessment Methods

Assessment will be carried out in accordance with the regulations applicable to 2.ºs cycle study programmes, comprising:

- 1) Continuous assessment (60%), based on student participation in the activities developed throughout the semester and the completion of an individual assignment;
- 2) Final written exam (40%).

20. Didactic Resources

- Books;
- Scientific articles;
- Exercise worksheets;
- Case studies;
- Internet resources.

21. Sustainability Objectives

SDG 4: Quality education: development of advanced competencies in operations management;
SDG 8: Decent work and economic growth: efficiency, innovation, and productivity practices;
SDG 11: Sustainable Cities and Communities: logistical and operational models with positive social impact;
SDG 13: Climate action: promotion of sustainable processes, emission reduction, and circular economy practices;
SDG 17: Partnerships for the goals: collaboration with suppliers, stakeholders and community.

22. Keywords

Sustainability
Operations Management
Efficiency
Innovation
Social Responsibility



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23. Main Bibliography

Author(s): Carlos F. Gomes & João Veríssimo Lisboa
Title: Gestão Operacional de Empresas - Instrumentos para Melhoria do Desempenho Organizacional
Edition: 1^a Year: 2024
Local:
Publisher: Actual Editora
ISBN Code: 989-694-825-2

Author(s): R. Dan Reid & Nada R. Sanders
Title: Operations Management: An Integrated Approach
Edition: 8^a Year: 2023
Local: Hoboken
Publisher: Wiley
ISBN Code: 978-1-119-90552-3

Author(s): Bamford, D., Forrester, P., Reid, I.
Title: Essential Guide to Operations Management: Concepts and Case Notes
Edition: 2^a Year: 2023
Local: London
Publisher: Routledge
ISBN Code: 978-1-032-32426-5

24. Complementary Bibliography

Author(s): Chopra S.
Title: Supply Chain Management: Strategy, Planning, and Operation
Edition: 8^a Year: 2026
Local:
Publisher: Pearson
ISBN Code: 978-0-13-535012-6

Author(s): Nigel Slack, Alistair Brandon-Jones, Nicola Burgess
Title: Operations Management
Edition: 11^a Year: 2026
Local:
Publisher: Pearson
ISBN Code: 978-1-29-249169-1



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Ficha técnica MIP / MIP Datasheet	
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Autor / Author	Prof. Doutora LUCILA KARMALUK PENA
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