

SEMESTER - III

OPERATIONS MANAGEMENT

LOGISTICS MANAGEMENT	MATERIALS MANAGEMENT
<ol style="list-style-type: none"> 1. Customer Value Chain 2. Value added logistics services 3. Role of logistics in Competitive strategy 4. Distribution channel structure 5. Logistics requirements of channel members 6. Logistics outsourcing 7. Effective Inventory Management 8. Transportation System 9. Freight Management 10. Packaging 11. Consumer and Industrial Packaging. Despatches 12. Performance Measurement 13. Internal and External Performance Measurement 14. Metrics and Logistics Audit 15. Time Frame and Formatting 16. Logistics Information Systems 17. Automatic Identification Technologies 18. Global Logistics 	<ol style="list-style-type: none"> 1. Materials management, Need 2. Impact on Working Capital and profits 3. Manufacturing planning and control system 4. Enterprise resource planning 5. Materials requirements planning 6. Manufacturing resource planning- 7. Inventory reduction techniques 8. Quantity discount models 9. Probabilistic inventory models 10. Differential inventory management 11. Purchase Management 12. Forward buying-mixed buying strategy 13. Demand management 14. Purchasing of capital equipment 15. Warehousing functions 16. Stores management-stores systems and procedures 17. Performance measurement – risks in inventory holding 18. Regulations in inventory holding.

TOTAL QUALITY MANAGEMENT	PROJECT MANAGEMENT
<ol style="list-style-type: none"> 1. Vision, mission and policy statements. 2. Customer perception of quality 3. Dimensions of product and service quality 4. Principles and Philosophies of Quality Management 5. Concepts of Quality circle 6. Japanese 5S principles and 8D methodology 7. Significance of statistical process control 8. Construction of control charts for variables 9. Process capability 10. Business process Improvement (BPI) 11. Hypotheses testing 12.7 Quality Tools 13. Quality functions development (QFD) 14. House of quality (HOQ) 15. Failure mode effect analysis (FMEA) 16. Introduction to IS/ISO 9004:2000 17. Organizational limitations 18. Guidelines for performance improvements 	<ol style="list-style-type: none"> 1. Project Selection Methods 2. Project Portfolio Process 3. Project Manager 4. The Planning Process 5. Budget the Project 6. Budget uncertainty and risk management 7. PERT & CPM Networks 8. Project Uncertainty and Risk Management 9. Allocating scarce resources 10. The Plan-Monitor 11. Project Control 12. Time and cost management 13. Project Evaluation 14. Formal Organization Structure 15. Types of project organizations 16. Managing conflict

SERVICES OPERATIONS MANAGEMENT

1. Importance, role in economy
2. Nature of services
3. Service Strategy
4. New Service Development
5. Retail design strategies
6. Network configuration
7. Service Quality
8. Measuring Service Quality
9. SERVQUAL
10. Quality service by design
11. Service Guarantees
12. Services capes
13. Facility design
14. Process analysis
15. Simulation
16. Managing Demand
17. Managing capacity
18. Capacity scheduling

SEMESTER - IV

OPERATIONS MANAGEMENT

SUPPLY CHAIN MANAGEMENT	LEAN SIX SIGMA
1. Supply Chain, Fundamentals	1. TQM and Six sigma
2. Customer chain	2. Six sigma and cultural changes
3. Supply chain strategy	3. Importance of Leadership & Team Contribution
4. Outsourcing, Make Vs buy	4. IPO diagram, SIPOC diagram
5. Sourcing strategy	5. Tools for measurement
6. Supplier Selection and Contract Negotiation	6. Process Mapping
7. World Wide Sourcing	7. SWOT, PESTLE
8. Lean Management	8. Design for Six Sigma (DFSS)
9. Distribution Network Design	9. Failure Mode Effect Analysis (FMEA)
10. Distribution Strategies	10. Change Acceleration Process (CAP)
11. Models for Facility Location and Capacity	11. Supplier Input Process Output Customer (SIPOC)
12. Network optimization models	12. Quality Function Deployment or House of Quality
13. Managing supply chain cycle inventory	13. Customer quality index
14. Business intelligence and Forecasting	14. Evaluation strategy
15. Managing inventory for short life	15. Lean manufacturing
16. Building partnership and trust	16. Inventory in process (IIP)
17. IT in Supply Chain	17. Kaizen – 5S

MAINTENANCE MANAGEMENT

1. Maintenance
2. Organisation structures
3. Design of Maintenance organisation
4. Maintenance system
5. Corrective maintenance
6. Contract maintenance
7. Pareto's principles for repetitive breakdown analysis
8. Spares management
9. Planning considerations for each type of activities
10. Maintenance work measurement
11. Scheduling maintenance costs
12. Budget preparation and budgetary control
13. Maintenance effectiveness
14. MTBF and MTTR
15. Monitoring of maintenance performance
16. Application of Computer in maintenance