



PERSONA CIENCIA EMPRESA

UNIVERSITAT RAMON LLULL

Code: 80321
Name of the subject: Logistics and Processes

GENERAL CHARACTERISTICS

Number of credits ECTS:	3.0
Language/s	Catalan Spanish English
Type	Normal
Professor/s	Amaro Martínez, Francesc

DESCRIPTION

BRIEF DESCRIPTION AND JUSTIFICATION

The subject of Logistics and Process aims to provide students with a broad knowledge of practical and realistic way of what integral Logistics is and by extension the Operations Management, in the current company. All this includes a wide variety of topics such as Accounting, Management Control, Industrial Engineering, Statistics, Management, Customer Service, etc., and has a direct and decisive influence in value creation and, ultimately, in the profitability of the company.

Additionally we will discover how to manage and lead the operations of all kind of companies (either industrial or service companies), in a changing, complex and globalized economy like today.

COMPETENCIES

The student, as a result of the training activities of curriculum, will be able to:

- Manage the processes and resources of the firm to achieve customer satisfaction with maximum efficiency and usefulness (CE5).
- Do the functions of planning, organizing, leading and controlling activities within the company and also to know the legal and social environment in which the company works (CE7).

- Understand and work in technological and industrial environments, assimilating and incorporating technological advances and organizational changes derived from its implementation in order to ensure quality (Mastery of new technologies). (CT9).

PREREQUISITES

- Requirements legally established to access postgraduate programs.
- Degree in the scientific or technological field.

CONTENTS

1. Introduction to Operations Management.
2. The Strategy of Operations in a global environment.
3. Strategy of the productive process.
4. Supply Chain Management.
5. Production Systems Just in Time and production adjusted.
6. Inventory Management.
7. Material Requirements Planning (MRP) and ERP

METHODOLOGY

TRAINING ACTIVITIES:

Training activities	ECTS Credits	Competencies
Lectures presenting concepts and procedures	0,9	CE5/CE7/CT9
Practical sessions (exercises, case resolution)	0,5	CE5/CE7/CT9
Assignments by Students	0,5	CE5/CE7/CT9
Seminars or tutorials	0,05	CE5/CE7/CT9
Personal study activities	1,0	CE5/CE7/CT9
Assessment sessions	0,05	CE5/CE7/CT9
Internship in Company		
TOTAL	3,0	

EXPLANATION OF TEACHING METHODOLOGY

The teaching methodology is based on a combination of different activities.

The lecture sessions aim to expose theoretical concepts and procedures to solve problems that arise in the area of operations, both in industrial and services companies.

The practical sessions solve problems, practical exercises and cases, in which the theory explained in the lectures sessions is applied.

The seminars are focused on solving problems, with the aim of ensuring that students have assimilated the different concepts of the area of Operations which embraces the course.

EVALUATION

METHODS OF EVALUATION

Evaluation Methods	Weight	Competencies
Final exam	30	CE5/CE7/CT9
Partial exams	30	CE5/CE7/CT9
Following up activities	15	CE5/CE7/CT9
Homework and presentations	25	CE5/CE7/CT9
Experimental work or fieldwork		
Projects		
Evaluation of the company or institution		
Participation		

LEARNING OUTCOMES

At the end of the course students will know the scope of the Operations area in the current company (either industrial or service company), and they will know how to manage properly the main problems that faces up the Operations manager in his daily activity.

EVALUATION

During the course, there are two partial exams. Each partial exam consists of two parts: a multiple choice TEST amounting 40% of the partial exam grade, and PROBLEMS amounting 60%.

EVALUATION OF COMPETENCIES

The evaluation of competencies is done as follows:

- The competence of Mastery of new technologies is evaluated on the basis of the class discussion of technical readings that students have to prepare outside of class, and then to discuss and contrast in class the different opinions and points of view.

BIBLIOGRAPHY

Bibliography

Basic bibliography

- HEIZER, J., RENDER. B. (2007). “*Dirección de la producción y Operaciones. Decisiones Estratégicas*”. Ed. Pearson.
- HEIZER, J., RENDER, B. (2007). “*Dirección de la producción y Operaciones. Decisiones Tácticas*”. Ed. Pearson.
- CHASE, R. B., JACOBS, F.R. y AQUILANO, N. J. (2009). “*Administración de Operaciones: producción y cadena de suministro*”. Ed. McGraw-Hill.
- CHRISTOPHER, Martin. *Logística y Aprovisionamiento : cómo reducir costes, stocks, y mejorar los servicios*. Ed. Financial Times, 1994.
- STARR, Martin K. *Managing Production and Operations*. Ed. Prentice Hall, 1989.
- MACHUCA DOMÍNGUEZ, José A. (et al.) *Dirección de Operaciones : aspectos estratégicos en la producción y los servicios*. Ed. McGraw Hill, 1995.
- MACHUCA DOMÍNGUEZ, José A. (et al.) *Dirección de Operaciones : aspectos tácticos y operativos en la producción y los servicios*. Ed. McGraw Hill, 1995.

Complementary Bibliography

- GREENE, James H. *Production and Inventory Control Handbook*. Ed. McGraw-Hill, 1987.
- MONDEN, Yasuhiro. *El Sistema de producción Toyota*. Ed. CDN, 1988.
- FOGARTY, Donald W – HOFFMANN, Thomas R – STONEBRAKER, Peter W. *Production and Operations Management*. Ed. South Western Publishing, 1989.
- SCHONBERGER, Richard J. *World Class Manufacturing. The lessons of simplicity applied*. Ed. The Free press, 1986.
- WOMACK, J. P. *Lean Thinking. Cómo utilizar el pensamiento*

DOCUMENT RECORD

PREVIOUS CHANGES

LAST REVISION

Francesc Amaro, September, 2017