



TQF.5 Course Report

Course Code : IBP2316

Course Title : Operation Management

Credits : 3(3-0-6)

Semester /Academic Year : 3 / 2020

Students : Bachelor of Business Administration **Program in** International Business

Lecturer(s) : Ms. Nalin Simasathiansophon

Course Report

Institution : Suan Sunandha Rajabhat University

Campus/Faculty/Department : College of Hospitality Industry Management

Section 1: General Information

1. Course Code and Title : IBP2316 Operation Management

2. Pre-requisite (if any) : None

3. Faculty Member(s) Teaching the Course and Sections

Ms.Nalin Simasathiansophon

Sections: 01

Room No. Online

4. Semester and Academic Year

Semester 3 Academic Year 2020

5. Venue

College of Hospitality Industry Management, Nakhon Pathom Campus

Section 2 : Actual Teaching Hours Compared with

Teaching Hours Specified in the Teaching Plan

1. Number of actual teaching hours compared with the teaching plan

Topics	No. of teaching hours in the plan	No. of actual teaching hours	Reason(s) (in case the discrepancy is more than 25%)
Unit 1 Operations management overview	3	3	-
Unit 2 Operation function	3	3	-
Unit 3 Operations strategy	3	4	Students need time to analyze operations strategy more than expected.
Unit 4 Operation decision making	3	3	Lecturer needs to explain using website and video.
Unit 5 Planning	3	3	-
Unit 6 Supply and materials management	3	3	-
Unit 7 Inventory	3	3	-
Unit 8 Transformation Process	3	3.5	Half an hour spent for explain examples
Unit 9 Capacity	3	3	-
Unit 10 Controlling	3	3	-
Unit 11 Quality	3	3	-
Unit 12 Scheduling	3	3	-
Unit 13 New product development	3	3	-
Unit 14 Operation management for service providers	3	3	-

2. Topics that couldn't be taught as planned

Topics that couldn't be taught (if any)	Significance of the topics that couldn't be taught	Compensation
None	None	None

3. Effectiveness of the teaching methods specified in the Course Specification

Learning Outcomes	Teaching methods specified in the course specification	Effectiveness (Use ✓)		Problems of the teaching method(s) (if any) and suggestions
		Yes	No	
1. Morals and Ethics	(1) Attendance criteria (2) Case study	✓	-	Students still have habit of attend the class late. So, lecturer conducted the quiz at the beginning of the class so that students need to come on time to take the quiz.
2. Knowledge	(1) Mid-term examination (2) Final examination (3) Group activity	✓	-	Students often create a task that cannot be done in reality. Thus, lecturer need to give examples to clarify the concept.
3. Cognitive Skills	(1) Cooperative learning	✓	-	All student familiars with summarizing information but need to improve problem-solving skill. Thus, lecturer assigned cooperative learning activity so that they can use their knowledge to help each other solving problems.
4. Interpersonal Skills and Responsibilities	(1) Cooperative learning (2) Group discussion	✓	-	Students need to improve their initiative thinking skill. Lecturer assigned group tasks and let them create new business ideas.
5. Numerical Analysis, Communication and Information Technology Skills	(1) Group project (2) Group invigilation	✓	-	Some students had problem with adopting academic reference on the internet. Lecturer suggested the way to solve it.

4. Suggestions for Improving Teaching Methods

Activities should enhance students' creative thinking. All lecturers should give more hand-on activities by encourage students apply concept and theories learnt with real world situation. Solving problem skill also needs to be focused in the class.

Section 3 : Course Outcomes

1. Number of registered students : 9

2. Number of students at the end of semester : 9

3 Number of students who withdrew (W) : None

4. Grade distribution

Grade	No. of students	Percentage
A	2	22.22
A-	3	33.33
B+	1	11.11
B	3	33.33
B-	-	-
C ⁺	-	-
C	-	-
C-	-	-
D ⁺	-	-
D	-	-
D-	-	-
F	-	-
Incomplete (I)	-	-

5. Factors causing unusual distribution of grades (If any)

None

6. Discrepancies in the evaluation plan specified in the Course Specification

6.1 Discrepancy in evaluation time frame

Details of Discrepancy	Reasons
None	None

6.2 Discrepancy in evaluation methods

Details of Discrepancy	Reasons
Some students who did the task less than others received the same point as those who worked harder.	Using group assessment criteria will yield the same point for all member of a group, which may not fair for those who work harder.

7. Verification of students' achievements

Verification Method(s)	Verification Result(s)
<ol style="list-style-type: none"> 1. Interview 2. Group discussion 3. Question & answer 	<ol style="list-style-type: none"> 1. Students could solve a short case study. 2. Students show more self-confident on speaking in English and showing their opinion 3. Students can apply operation management concept with their real life.

Section 4 : Problems and Impacts

1. Teaching and learning resources

Teaching Problems: None	Impacts on students' learning: None
Learning Resources Problems: Due to the specification of the course, there is less textbook about operation management available in CHM library.	Impacts on students' learning: Students need to study on business case studies to get knowledge about operation from the real business company.

2. Administration and organization

Problems from administration	Impacts on students' learning
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Due to its specification of the topic, it is hard to control the flow of content in online class.	Students need to do self-study more on their free time.
Problems from organization None	Impacts on students' learning None

Section 5 : Course Evaluation

1. Results of course evaluation by students

1.1 Important comments from evaluation by students

Students want to go to field trip to manufactory so that they can learn from the real situation/business.

1.2 Faculty members' opinions on the comments in 1.1

Lecturer agree to conduct the field trip for the next course.

2. Results of course evaluation by other evaluation methods

2.1 Important comments from evaluation by other evaluation methods

Some of theories are difficult to understand, so students get confuse when applying it with case study.

2.2 Faculty members' opinions on the comments in 2.1

When conducting an activity, lecturer should focus on student's learning outcome. If students misunderstand about theories, lecturer should explain until they understand.

Section 6 : Improvement Plan

1. Progress of teaching and learning improvement recommended in the previous Course Report

Improvement plan proposed in Semester 2 Academic year 2020 - A plan of conducting field trip	Results of the plan implementation (In case no action was taken nor completed, reasons must be provided) The field trip has not been conducted due to the pandemic of COVID-19.
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2. Other improvements

There is a plan of using hand-on activity or take students to field trip in a company or manufacturing. Students should be able to apply their ideas with the case study/activities if they have a chance to go on a field trip.

3. Suggestions for improvement for Semester 1 Academic year 2021

Suggestions	Time Frame	Responsible person
A plan to conduct field trip or invite a guest speaker.	Week 10	Aj. Nalin Simasathiansophon

4. Suggestions of faculty member(s) responsible for the course

None

Responsible Faculty Member/Coordinator: Aj.Nalin Simasathiansophon

Signature.....*Nalin*..... Submission Date 8st August 2021

Chairperson/Program Director:

Signature..... Receipt Date