



Teaching Guide				
Identifying Data				2015/16
Subject (*)	Métodos de Traballo	Code	660G01008	
Study programme	Grao en Relacións Laborais e Recursos Humanos (Coruña)			
Descriptors				
Cycle	Period	Year	Type	Credits
Graduate	2nd four-month period	First	FB	6
Language	Spanish			
Teaching method	Face-to-face			
Prerequisites				
Department				
Coordinador	Rivas Moar, José María	E-mail	jose.maria.rivas@correo.udc.es	
Lecturers	Rivas Moar, José María	E-mail	jose.maria.rivas@correo.udc.es	
Web	www.erlac.es			
General description	Provide students RR.LL grade and HR values and concepts related to the organization of production, project management, quality control and improvement processes.			

Study programme competences	
Code	Study programme competences
A10	Organización e dirección de empresas.
A13	Transmitir e comunicarse por escrito e oralmente usando a terminoloxía e as técnicas adecuadas.
A15	Dirixir grupos de persoas.
A21	Realizar análises e diagnósticos, prestar apoio e tomar decisións en materia de estrutura organizativa, organización do traballo, estudo de métodos e estudo de tempos de traballo.
A31	Aplicar os coñecementos á práctica.
B1	Resolución de problemas.
B2	Capacidade de análise e síntese.
B3	Capacidade de organización e planificación.
B4	Capacidade de xestión da información.
B5	Toma de decisións.
B8	Razoamento crítico.
B9	Traballo en equipos.
B12	Motivación para a calidade.
B13	Adaptación a novas situacións.
B14	Aprendizaxe autónomo.
C1	Expresarse correctamente, tanto de forma oral coma escrita, nas linguas oficiais da comunidade autónoma.
C3	Utilizar as ferramentas básicas das tecnoloxías da información e as comunicacións (TIC) necesarias para o exercicio da súa profesión e para a aprendizaxe ao longo da súa vida.
C4	Desenvolverse para o exercicio dunha cidadanía aberta, culta, crítica, comprometida, democrática e solidaria, capaz de analizar a realidade, diagnosticar problemas, formular e implantar solucións baseadas no coñecemento e orientadas ao ben común.
C6	Valorar criticamente o coñecemento, a tecnoloxía e a información dispoñible para resolver os problemas cos que deben enfrontarse.
C7	Asumir como profesional e cidadán a importancia da aprendizaxe ao longo da vida.

Learning outcomes			
Learning outcomes			Study programme competences
Organization and Management			A10
Transmit and communicate using appropriate terminology and techniques			A13
Lead groups of people			A15



Analysis and diagnostics, support and take decisions about organizational structure, organization of work, study of methods and times	A21		
Apply knowledge to practice	A31		
Solve problems		B1	
Analysis and synthesis		B2	
Organization and planning		B3	
Information management		B4	
Decision making		B5	
Critical thinking		B8	
Teamwork		B9	
Motivation for quality		B12	
Adapt to new situations		B13	
Self study		B14	
Express themselves correctly in the official languages			C1
Use basic ICT tools for the exercise of the profession			C3
Unfold for the exercise of responsible citizenship			C4
Critically assess knowledge and technology in order to solve problems			C6
Assume importance of life-long learning			C7

Contents	
Topic	Sub-topic
TEMA 1. PRODUCTION AND PRODUCTIVITY	1.1 Operations Management 1.2 Types of production processes 1.3 Definition of productivity 1.4 Measuring productivity
TEMA 2. OPERATIONS STRATEGY	2.1 Overview 2.2 Mission 2.3 Strategic decisions in operations management
TEMA 3. MANAGEMENT OF THE SUPPLY CHAIN	3.1 Strategy Supply Chain 3.2 Selection of suppliers 3.3 Inventory management
TEMA 4. REQUIREMENTS PLANNING MATERIAL (MRP).	4.1 Introduction 4.2 Master Production Schedule 4.3 Bill of Materials 4.4 Registration inventories 4.5 Development and structure of MRP 4.6 ERP
TEMA 5. PROJECT MANAGEMENT	5.1 Concept project 5.2 Technical project management 5.3 Gant Diagram 5.4 PERT, CPM and ROY
TEMA 6. QUALITY MANAGEMENT	6.1 Definition quality 6.2 Quality Management System 6.3 Total Quality 6.4 TQM Tools 6.4 Statistical Process Control
TEMA 7. PRODUCTION JUST IN TIME (JIT)	7.1 JIT Concept 7.2 Characteristics of JIT production 7.3 LEAN Concept 7.4 Kanban system



TEMA 8. IMPROVEMENT OF METHODS	8.1 Definition and objectives 8.2 Stages in the process of improvement 8.3 Representation of process 8.4 Improvement processes
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Planning				
Methodologies / tests	Competencies	Ordinary class hours	Student?s personal work hours	Total hours
Seminar	A21 A31 B2 B8 C1 C4	3	5	8
Guest lecture / keynote speech	A10 A15 A21 B5 B8 B12 C4 C7	18	10	28
Supervised projects	A13 B4 B9 C1	1	24	25
ICT practicals	B2 B3 B4 B8 C3 C6	0	45	45
Objective test	A31 B1 B13 B14	2	40	42
Personalized attention		2	0	2

(\*The information in the planning table is for guidance only and does not take into account the heterogeneity of the students.

Methodologies	
Methodologies	Description
Seminar	Making synthesis or summarized from external speech, reading an article or news.
Guest lecture / keynote speech	Explanation of the contents of the subject with sessions of 1.5 hours in the classroom
Supervised projects	Work and exhibition group on matters related to the subject.
ICT practicals	Doing exercises, case studies, problems, surveys and issues. They will be made in the practical sessions and the Moodle platform.
Objective test	Objective test with three parts: short questions, multiple choice questions and exercises or case studies.

Personalized attention	
Methodologies	Description
Objective test	- Explanation of the chapters included in the course.
Seminar	- Resolution of doubts in the practical application of concepts.
Supervised projects	- Monitoring the work group. - Monitoring the exhibition of the works. - Tracking solving tests, exercises, and issues. - Attention will be given in class hours and hours tutorials.

Assessment			
Methodologies	Competencies	Description	Qualification
ICT practicals	B2 B3 B4 B8 C3 C6	Support for the resolution of class problems and assessment of the issues raised in the moodle platform.	15
Objective test	A31 B1 B13 B14	Evaluation of exam.	60
Seminar	A21 A31 B2 B8 C1 C4	Correction work delivered by students	10
Supervised projects	A13 B4 B9 C1	Correction of the content of the work, the degree of compliance model and exposure assessment.	15

Assessment comments
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To pass the course, 5 points are required.

- The seminar is attending lectures, discussion of an article, news, etc. Its value is 15%.

- The supervised projects will be done in groups. It will be exposed publicly. You will get a group result about content and presentation. Individual results will be obtained with exposure. Its total value is 15%

- The practical part consists of exercises, case studies, issues, etc. They will be made in practical classes and Moodle (scoring the implementation of the proposed activities). Its value is 15%.

- Objective tests are two. Its value is 60%.

The final grade is the weighted sum of the four methodologies.

## Sources of information

<b>Basic</b>	<ul style="list-style-type: none"><li>- J. Heizer, B. Render (2007). Dirección de la producción y de operaciones- Decisiones estratégicas. Pearson</li><li>- J. Heizer, B. Render (2012). Dirección de la producción y de operaciones. Decisiones tácticas. Pearson</li><li>- J. Heizer, B. Render (2014). Principios de Administración de operaciones. Pearson</li><li>- A. Carrasco, D. Jiménez (2007). Manual de Organización y Métodos de Trabajo. Murcia. Diego Marin Librero-Editor</li></ul>
<b>Complementary</b>	<ul style="list-style-type: none"><li>- F. J. Miranda, S. Rubio, A. Chamorro, T.M. Bañegil (2012). Manual de Dirección de Operaciones. Paraninfo</li><li>- J. Velasco (2010). Organización de la producción. Piramide</li><li>- J.M. Arenas (2005). Control de tiempos y productividad. Thomson Paraninfo</li></ul>

## Recommendations

### Subjects that it is recommended to have taken before

### Subjects that are recommended to be taken simultaneously

Economía e Empresa/660G01007

Historia Social e Política contemporánea/660G01009

### Subjects that continue the syllabus

Introducción á Economía/660G01002

Organización de Empresa/660G01003

Psicoloxía do Traballo/660G01004

### Other comments

(\*)The teaching guide is the document in which the URV publishes the information about all its courses. It is a public document and cannot be modified. Only in exceptional cases can it be revised by the competent agent or duly revised so that it is in line with current legislation.