



Teaching Guide				
Identifying Data				2017/18
Subject (*)	Working Methods	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 / results	
Code	Study programme competences / results
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 / results	
Organization and Management	A10	
Lead groups of people	A15	



Analysis and diagnostics, support and take decisions about organizational structure, organization of work, study of methods and times	A21		
Transmit and communicate using appropriate terminology and techniques	A13		
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

Planning				
Methodologies / tests	Competencies / Results	Teaching hours (in-person & virtual)	Student?s personal work hours	Total hours
Seminar	B2 B4 B8 B12 C4 C6 C7	3	5	8
Guest lecture / keynote speech	A10 A13 A31 B1 B2 B4 B8 B12 C4 C6 C7	18	10	28
Supervised projects	A10 A13 A15 A21 A31 B1 B3 B5 B9 B12 B13 C1 C3	1	24	25
ICT practicals	A13 A31 B1 B2 B3 B4 B8 C1	0	45	45
Objective test	A31 B1 B2 B3 B14 C1	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
Supervised projects	- Explanation of the chapters included in the course.
Seminar	- Resolution of doubts in the practical application of concepts.
Objective test	- 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 / Results	Description	Qualification



Supervised projects	A10 A13 A15 A21 A31 B1 B3 B5 B9 B12 B13 C1 C3	Correction of the content of the work, the degree of compliance model and exposure assessment.	10
Seminar	B2 B4 B8 B12 C4 C6 C7	Correction work delivered by students	10
ICT practicals	A13 A31 B1 B2 B3 B4 B8 C1	Support for the resolution of class problems and assessment of the issues raised in the moodle platform.	30
Objective test	A31 B1 B2 B3 B14 C1	Evaluation of exam.	50

### Assessment comments

To pass the course, 5 points are required.

- The seminar is attending lectures, discussion of an article, news, etc. Its value is 10%.
  - The supervised projects will be done in groups. It will be exposed publicly. Its total value is 10%
  - 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 30%.
  - Objective tests are one or two. Its value is 50%. Four points are required.
- 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 (2012). Dirección de la producción y de operaciones. Decisiones tácticas. Pearson</li> <li>- J. Heizer, B. Render (2007). Dirección de la producción y de operaciones- Decisiones estratégicas. Pearson</li> <li>- A. Carrasco, D. Jiménez (2007). Manual de Organización y Métodos de Trabajo. Murcia. Diego Marin Librero-Editor</li> <li>- J. Heizer, B. Render (2014). Principios de Administración de operaciones. Pearson</li> </ul>
<b>Complementary</b>	<ul style="list-style-type: none"> <li>- J. Velasco (2010). Organización de la producción. Piramide</li> <li>- J.M. Arenas (2005). Control de tiempos y productividad. Thomson Paraninfo</li> <li>- F. J. Miranda, S. Rubio, A. Chamorro, T.M. Bañegil (2012). Manual de Dirección de Operaciones. Paraninfo</li> </ul>

### Recommendations

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

#### Subjects that are recommended to be taken simultaneously

Business and Economics/660G01007

Contemporary Social and Political History /660G01009

#### Subjects that continue the syllabus

Introduction to Economics/660G01002

Business Administration/660G01003

Occupational Psychology/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.