



Ministry of Higher Education and Scientific Research  
Lebanese French University – Erbil  
College of Administration and Economics  
Department of Legal Administration



# Healthcare Operation Management

**Fourth Stage – Second Semester**

**Asst. Lect. Ronyaz Hayyas**

**Academic Year: 2023-2024**

**Course Book**



S. No.	Information	Details
1.	Course Name	Healthcare Operation Management
2.	Course Code	HA402HCOM
3.	Lecturer In-charge	Ronyaz Hayyas Mahmood
4.	College/Department	Administration and Economics/Health Administration
5.	Contact Information	<a href="mailto:ronyaz.hayyas@lfu.edu.krd">ronyaz.hayyas@lfu.edu.krd</a>
6.	Time (in hours) per Week	3 Hours
7.	Office Hours	
8.	Teacher's Academic Profile	<a href="https://lfu.edu.krd/personnel/ronyaz-hayyas-mahmood/">https://lfu.edu.krd/personnel/ronyaz-hayyas-mahmood/</a>
9.	Academic Title	Assistant Lecturer
10.	Keywords	Operation, production,
11.	<p><b>Course Overview:</b> This course focuses on Healthcare Operations Management, encompassing foundational principles guiding employees and managers in effectively directing teams towards common objectives. Its importance lies in enhancing the quality and efficiency of healthcare services, making it a crucial concept within the hospital environment. A thorough grasp of Healthcare Operations Management is essential, and this course presents methodologies to ensure students acquire a comprehensive understanding of its principles and tasks. It covers various topics, including distinguishing between goods and services, exploring Operations Management Processes and Value Chains, defining Strategy and Operations Strategy, understanding layout planning, delving into Inventory Management, examining Aggregate Planning, and concluding with a section on the practical applications of Master Production Scheduling.</p>	

12.	<p><b>Aims &amp; Objective:</b>            The main goals of this module are to acquaint students with the fundamental principles of Healthcare Operations Management and demonstrate their practical application. The teaching objectives for Healthcare Operations Management can be succinctly outlined as follows:            1. Understanding the concept of Operations Management.</p>
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	<p>2- Analyze the fundamental Inventory Management.</p> <p>3- Understanding distinguishing between goods and services,</p> <p>5- Furnishing the learner with the necessary Master Production Scheduling</p> <p>6- Comprehended aggregate Planning</p>
13.	<b>Course Requirement: Core Course</b>
14.	<b>Teaching and Learning Method:</b> The program will be delivered to the students by utilizing modern technology, case studies, reading materials, flipped classrooms, videos, and case analyses. The task will be accomplished with a pedagogical approach that prioritizes the needs and interests of the students. The strategies to be employed to prioritize student learning outcomes.
15.	<p><b>Assessment Scheme:</b></p> <ul style="list-style-type: none"> <li>▪ 25 % Mid-term Examination</li> <li>▪ 15 % Assignments and Quizzes</li> <li>▪ 60 % Final Examination</li> </ul>
16.	<p><b>Students Learning Outcome:</b></p> <p>At the end of the course, students should:</p> <ol style="list-style-type: none"> <li>1. What does operations management mean, and why is it important?</li> <li>2. Recognize the differences between products and services.</li> <li>3. What is the basic concept of inventory management?</li> <li>4. Understand the underlying Master Production Scheduling that is required.</li> <li>5. Describe the overall planning.</li> </ol>
17.	<p><b>Course Reading List and References</b></p> <ol style="list-style-type: none"> <li>1. Slack, Nigel, Alistair Brandon Jones, and Robert Johnston. OPERATIONS MANAGEMENT, Seventh edition. Pearson Education Limited, 2013.</li> <li>2. Heizer, Jay, Barry Render, and chuck Munson. Operation Management Sustainability and Supply Chain Management. New Jersey- USA: Vice President, Business Publishing, 2020.</li> <li>3. Krajewski, Lee J, Larry P Ritzman, and Manoj A Malhotra. Operations Management Processes ana Supply Chains. New Jersey-USA: PreMediaGlobal USA Inc, 2019.</li> <li>4. Stevenson, William J. Operations Management. Brent Gordon, 2022.</li> <li>5. Reid.R. Dan &amp; Sander , Nada R.(2021), Operation Management An Integrated Approach” Internationa Student Version,</li> </ol>
18.	<b>Course Content</b>



### Course Content

S. No.	Lecture Week	No. of Hours	Topics
1.	Week 1	3	<b>Introduction to Operations Management</b>
2.	Week 2	3	Operations strategy in the global environment and competitive priorities
3.	Week 3	3	Design and development of product and service
4.	Week 4	3	Forecasting
5.	Week 5	3	Layout
6.	Week 6	3	Inventory management
7.	Week 7	3	CAPACITY PLANNING
8.	Week 8	3	Midterm
9.	Week 9	3	Master Production Scheduling
10.	Week 10	3	Aggregate Planning.
11.	Week 11	3	Material Requirement Planning (MRP)
12.	Week 12	3	Just-in-Time (JIT)
13.	Week 13	3	SUPPLY CHAIN MANAGEMENT
14.	Week 14	3	TQM in Services
15.	Week 15		<b>Final Examination</b>



19.	<b>Examinations:</b> <ul style="list-style-type: none"><li>▪ Define the terms of Operations Management.</li><li>▪ List the differences between products and services.</li><li>▪ Solve the problems</li><li>▪ Case studies</li></ul>
20.	<b>Course Policy:</b> <ul style="list-style-type: none"><li>▪ There will be many activities going on throughout the course period in order to ensure and guarantee the learning outcomes. Therefore, students are expected to pay full attention and participate in all classroom activities in order to maximize their learning and understanding.</li></ul>
21.	<b>Note:</b> <ul style="list-style-type: none"><li>▪ Seek help from the lecturer or your classmates whenever you need to.</li><li>▪ Time spent in learning is never wasted, however, make sure that you make it enjoyable.</li><li>▪ Keep a personal notebook to write down your notes in the lectures. Don't rely on your friend's notes as each one of you is different and has different learning approaches.</li></ul>