



**Universitas Negeri Surabaya**  
**Faculty of Economics and Business**  
**Bachelor of Business Education Study Program**

**Document Code**

**SEMESTER LEARNING PLAN**

Courses	CODE	Course Family	Credit Weight			SEMESTER	Compilation Date
Operational Management	8721103021	Compulsory Study Program Subjects	T=3	P=0	ECTS=4.77	4	May 5, 2023
AUTHORIZATION	SP Developer		Course Cluster Coordinator			Study Program Coordinator	
	Septyan Budy Cahya, S.Pd., M.Pd		Novi Marlana, S.Pd., M.Si			Dr. Tri Sudarwanto, S.Pd., MSM.	

<b>Learning model</b>	<b>Case Studies</b>
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<b>Program Learning Outcomes (PLO)</b>	<b>PLO study program that is charged to the course</b>																																																																																																																				
	<b>PLO-3</b>	Develop logical, critical, systematic and creative thinking in carrying out specific work in their field of expertise and in accordance with work competency standards in the field concerned																																																																																																																			
	<b>PLO-5</b>	Able to demonstrate human values in carrying out duties based on religion, morals and ethics																																																																																																																			
	<b>PLO-12</b>	Able to make appropriate decisions to solve problems in the educational and scientific fields in Business and Marketing based on information and data analysis by utilizing technology and information																																																																																																																			
	<b>Program Objectives (PO)</b>																																																																																																																				
	<b>PO - 1</b>	Able to demonstrate a responsible attitude towards work independently																																																																																																																			
	<b>PO - 2</b>	Able to understand the concepts and substance of operational systems																																																																																																																			
	<b>PO - 3</b>	Able to utilize ICT to track data and information about company operational activities																																																																																																																			
	<b>PO - 4</b>	Able to solve problems in operational management activities																																																																																																																			
	<b>PLO-PO Matrix</b>																																																																																																																				
		<table border="1" style="width: 100%; text-align: center;"> <tr> <th>P.O</th> <th>PLO-3</th> <th>PLO-5</th> <th colspan="2">PLO-12</th> </tr> <tr> <td>PO-1</td> <td></td> <td></td> <td colspan="2"></td> </tr> <tr> <td>PO-2</td> <td></td> <td></td> <td colspan="2"></td> </tr> <tr> <td>PO-3</td> <td></td> <td></td> <td colspan="2"></td> </tr> <tr> <td>PO-4</td> <td></td> <td></td> <td colspan="2"></td> </tr> </table>				P.O	PLO-3	PLO-5	PLO-12		PO-1					PO-2					PO-3					PO-4																																																																																											
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<b>PO Matrix at the end of each learning stage (Sub-PO)</b>																																																																																																																					
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<b>Short Course Description</b>	This course discusses the basic concepts of company operational activities, both manufacturing and services, 10 operational management strategic decisions to achieve competitive advantage, basic concepts of product planning, location determination, production forecasting, raw material requirements planning, layout planning, capacity planning, processes, inventory, supply chain management, maintenance, project management and TQM concepts. Lectures are carried out using a system of lectures, presentations, discussions, case studies and assignments
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<b>References</b>	<b>Main :</b>
	<ol style="list-style-type: none"> <li>Heizer, Jay, Barry Render, OperationManagement, Ninth Edition: Book I and Book II, 2016. , Upper Saddle River New Jersey:Prentice Hall, Inc.</li> <li>Stevenson,J. Steven, Sum Chee Choung. Manajemen Operasi Buku I dan II. 2018. Mc. Graw Hil</li> </ol>

		<b>Supporters:</b>					
<b>Supporting lecturer</b>		Novi Marlena, S.Pd., M.Si. Angga Martha Mahendra, M.Pd.					
Week-	Final abilities of each learning stage (Sub-PO)	Evaluation		Help Learning, Learning methods, Student Assignments, [ Estimated time]		Learning materials [ References ]	Assessment Weight (%)
		Indicator	Criteria & Form	Offline ( offline )	Online ( online )		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	Understand the scope of operational management	<ol style="list-style-type: none"> <li>1. Define operational management</li> <li>2. Explain the scope of operational management for manufacturing companies and service companies</li> <li>3. Explain the functions and operational management system</li> <li>4. Explain decision making in operational management</li> </ol>	<b>Criteria:</b> Scoring Guidelines  <b>Form of Assessment :</b> Participatory Activities	Lecture: - Reading literature - Discussion - presentation			10%
2	Understand operational strategies to achieve competitive advantage	<ol style="list-style-type: none"> <li>1. Defining mission, strategy and operational strategy</li> <li>2. Explains differentiation, low cost, and quick response</li> <li>3. Explain operational strategy issues</li> <li>4. Explains 10 MO strategy decisions and their implementation</li> </ol>	<b>Criteria:</b> Scoring Guidelines	Lectures: - Reading literature - Lectures - Discussions			10%
3	Understand the selection and design of products and services	<ol style="list-style-type: none"> <li>1. Explain the selection of goods and services.</li> <li>2. Explain the product life cycle</li> <li>3. Explain things that need to be considered in product design</li> <li>4. Explain product development.</li> <li>5. Explain the issues in product design</li> </ol>	<b>Criteria:</b> Scoring Guidelines	Lectures: - lectures - Giving Assignments			0%

4	Understand the concept of determining operational locations	<ol style="list-style-type: none"> <li>1.Explain the purpose of determining operational locations</li> <li>2.Explain the factors that need to be considered in determining operational locations</li> <li>3.Explain transportation models that can minimize transportation costs</li> </ol>		Lectures: - Reading literature - lectures - discussions			10%
5	Understand the concept of Layout Strategy and Material Handling	<ol style="list-style-type: none"> <li>1.Explain the layout and purpose of Layout</li> <li>2.Explain the factors that must be considered when preparing a layout</li> <li>3.Explain the types and characteristics of layouts</li> <li>4.Explain Material Handling</li> <li>5.Explain the relationship between material handling and layout</li> </ol>	<b>Criteria:</b> Scoring Guidelines	Lecture: - Lecture - discussion			10%
6	Analyze raw material planning	<ol style="list-style-type: none"> <li>1.Explaining the BOM</li> <li>2.Create and determine BOM</li> <li>3.Explaining MPS</li> <li>4.Create and determine MPS</li> <li>5.Explaining MRP</li> <li>6.Create and determine MRP</li> </ol>	<b>Criteria:</b> Scoring Guidelines	Lectures: - Reading literature - Lectures - discussions			10%
7	Understanding production forecasting (forecasting)	<ol style="list-style-type: none"> <li>1.Defining forecasting</li> <li>2.Explain the factors that influence forecasting</li> <li>3.Explains forecasting using qualitative methods</li> <li>4.Explains forecasting using quantitative methods: moving average, weighted moving average, Linear Least Square Trend, simple regression and correlation analysis</li> </ol>	<b>Criteria:</b> Scoring Guidelines	Lectures: - Reading literature - Lectures - discussions			10%
8							0%

9	Understand capacity planning	<ol style="list-style-type: none"> <li>1. Define capacity and types of capacity</li> <li>2. Explain short and long term capacity planning</li> <li>3. Explaining Break Even Analysis (BEP single product and BEP multi product)</li> </ol>	<b>Criteria:</b> Scoring Guidelines			10%
10	Understand the role of human resources and job design	<ol style="list-style-type: none"> <li>1. Explain the objectives of HR strategy</li> <li>2. Explain the obstacles in HR</li> <li>3. Explaining job planning: employment stability and work schedules.</li> <li>4. Explain Job Design: job specialization, job expansion, job enlargement, job enrichment, job rotation, and job empowerment</li> <li>5. Explain the limitations of job expansion</li> <li>6. Explaining Work Standards and Measurements</li> <li>7. Explaining the Time Studies Method</li> <li>8. Explain the Assignment Method</li> </ol>	<b>Criteria:</b> Scoring Guidelines	Lectures: - Reading literature - lectures		10%
11	Understand process strategy	<ol style="list-style-type: none"> <li>1. Explain the purpose of process selection. Explain the types of production processes: Process, Repetitive, Product, Mass Customization.</li> <li>2. Explain the characteristics of each production process. Explain the processes in the service sector. Explain the re-engineering process</li> <li>3. Explain environmentally friendly production processes</li> </ol>	<b>Criteria:</b> Assessment rubric	Lectures: - Reading literature - Discussion - Giving assignments		10%

12	Understand machine maintenance techniques and production facilities	1.Explain the purpose of maintenance 2.Explain how to maintain 3.Explain maintenance methods: Corrective Maintenance and Preventive Maintenance	<b>Criteria:</b> Scoring Guidelines	Lecture:  - Reading literature - Discussion			10%
13	Understand project management techniques	1.Explain the importance of project management 2.Explain project management techniques 3.Identify the critical path 4.Identify costs and resources 5.Identify project acceleration	<b>Criteria:</b> Scoring Guidelines	Lectures:  - Reading literature - Lectures - Discussions			10%
14	Understanding inventory	1.Defining inventory 2.Explain the types of inventory 3.Explain inventory costs 4.Explain the ABC classification 5.Explain the EOQ method	<b>Criteria:</b> Scoring Guidelines	Lectures:  - Reading literature - Lectures			10%
15	Understand the concept of TQM	1.Define the definition of quality 2.Explain the stages of Total Quality Management 3.Explain the implications of good quality management 4.Explaining Continuous Improvement with 7 tools 5.Explaining Quality management in the service sector	<b>Criteria:</b> Scoring Guidelines	Lectures:  - Reading literature - Lectures - Discussions			10%
16							0%

#### Evaluation Percentage Recap: Case Study

No	Evaluation	Percentage
1.	Participatory Activities	10%
		10%

#### Notes

- Learning Outcomes of Study Program Graduates (PLO - Study Program)** are the abilities possessed by each Study Program graduate which are the internalization of attitudes, mastery of knowledge and skills according to the level of their study program obtained through the learning process.
- The PLO imposed on courses** are several learning outcomes of study program graduates (CPL-Study Program) which are used for the formation/development of a course consisting of aspects of attitude, general skills, special skills and knowledge.
- Program Objectives (PO)** are abilities that are specifically described from the PLO assigned to a course, and are specific to the study material or learning materials for that course.

4. **Subject Sub-PO (Sub-PO)** is a capability that is specifically described from the PO that can be measured or observed and is the final ability that is planned at each learning stage, and is specific to the learning material of the course.
5. **Indicators for assessing** ability in the process and student learning outcomes are specific and measurable statements that identify the ability or performance of student learning outcomes accompanied by evidence.
6. **Assessment Criteria** are benchmarks used as a measure or measure of learning achievement in assessments based on predetermined indicators. Assessment criteria are guidelines for assessors so that assessments are consistent and unbiased. Criteria can be quantitative or qualitative.
7. **Forms of assessment:** test and non-test.
8. **Forms of learning:** Lecture, Response, Tutorial, Seminar or equivalent, Practicum, Studio Practice, Workshop Practice, Field Practice, Research, Community Service and/or other equivalent forms of learning.
9. **Learning Methods:** Small Group Discussion, Role-Play & Simulation, Discovery Learning, Self-Directed Learning, Cooperative Learning, Collaborative Learning, Contextual Learning, Project Based Learning, and other equivalent methods.
10. **Learning materials** are details or descriptions of study materials which can be presented in the form of several main points and sub-topics.
11. **The assessment weight** is the percentage of assessment of each sub-PO achievement whose size is proportional to the level of difficulty of achieving that sub-PO, and the total is 100%.
12. TM=Face to face, PT=Structured assignments, BM=Independent study.