

Operations Management**Instructor: Mats Gerschman**
Course Contact hours: 14 hours

This course will discuss topics such as strategic alignment, execution and continuous improvement and explore key theories such as LEAN, waste elimination, and 5S. It will also explore process analysis and metrics as important tools for efficient execution. The course will focus on the understanding of alignment of systems (processes, technology, documentation, etc.) with people (skills, training, understanding of roles and responsibilities). The fundamentals of Operations Management's many aspects will be reviewed. This course will be delivered with a mix of lectures and group discussions. Group work will be emphasized. It will include the identification of relevant strategies and tactical goal setting at the participants' work site. From there the course will drill down to specific challenges and issues. Group work will identify solutions and tentative plans to move forward.

Course Objectives

- Explore theory and strategies related to Operations Management;
- Work with case studies and industry-specific examples to deal with challenges and identify solutions.

Learning Outcomes

- To be determined by the BCMEA project supervisor with each student.

Course Content

- People, Planet, Profits concept;
- Local examples such as Enbridge Northern Gateway, Fraser Surrey Docks Southwest;
- Brainstorm ways that industry can improve its PPP;
- Case studies and critical reflection on what individual terminal operators/shipping lines can be doing.

Required Texts

Handouts will be provided