KINGDOM OF SAUDI ARABIA
IMAM MOHAMMAD IBN SAUD ISLAMIC UNIVERSITY
COLLEGE OF COMPUTER AND INFORMATION SCIENCES
INFORMATION SYSTEMS DEPARTMENT
MASTER OF SCIENCE IN INFORMATION SYSTEMS

المملكة العربية السعودية
جامعة الإمام محمد بن سعود الإسلامية
كلية علوم الحاسب والمعلومات
قسم نظم المعلومات
ماجستير العلوم في نظم المعلومات

SYLLABUS

Course Code: IS6232   Course Name: Developing the Performance of Operations and Services

CREDIT HOURS	4		PREREQUISITE	None

Instructor:
Contact information and office hours

Office No: To be announced (TBA)

Office Hours: TBA

E-mail: _____ @imamu.edu.sa

COURSE DESCRIPTION

Operational performance is the ability of enterprises to deliver products or services to customers using economical processes. This description of operational performance highlights its close association with lean manufacturing and Six Sigma methodologies to drive growth. The purpose of this course is to introduce concepts and models for effective and efficient operations management to the student. This course is to make the students familiar with the changes required in the operational strategy with changing environment

COURSE LEARNING OUTCOMES (CLOs)		Aligned SOs
1	**Knowledge and Understanding**	
1.1	Outline the fundamental concepts of organizational operations and services.	K1
1.2	Describe the discipline and methodology of organizational operations and services.	K2

1.3	Review state of art researches to comprehend modern developments in organizational operations and services.	K3
2	**Skills :**	
2.1	Perform research to identify gaps in existing and standard systems in the field of organizational operations and services.	S1
2.2	Utilize advanced IS skills to develop innovative solutions for organizational operations and services of an enterprise.	S2
2.3	Align information systems planning with organizational services strategy and operations.	S3
2.4	Utilize the technology needed to meet the organizational goals for increasing the performance of its operations and services.	S4
2.5		
3	**Values:**	
3.1	Demonstrate professionalism and responsibility for maximum impact to achieve desired goal.	V1
3.2	Write course project reports abiding all ethical standards using leadership and management talents.	V2
3.3	Function effectively individually as well as on teams to accomplish a common goal	V3

TEACHING Strategies
Class lectures, Assignment, Project explanation session.

No	List of Topics	Contact Hours	Self-Learning
1	Introduction to service operations	4	
2	Service strategy and concept	8	
3	Customer relationships	4	
4	Service quality	4	
5	Customer experience; people and service culture	4	
6	Service supply networks	4	
7	Designing the service process	4	
8	Managing service performance	4	
9	Project presentations	4	
	Total	40	

TEXT BOOK

Service operations management: improving service delivery; Robert
Johnston, Michael Shulver, Nigel Slack and Graham Clark; 5th
edition; 2020

REFERENCES

	Course Assessment Methods		
No	Assessment Method	Due Week	% of Total Assessment
1	Quizzes	3	10
2	Assignments	5	10
3	Midterm	8	20
4	Project	10	20
5	Final Exam	11	40