

DEPARTMENT OF BUSINESS & INDUSTRIAL MANAGEMENT
PURCHASING AND MATERIALS MANAGEMENT

Objective:

The key objective of this course is to acquaint the students with decision – making for effective and efficient purchase, storage and flow of materials in manufacturing and service organizations. Cost reduction techniques in pre-purchase, purchase and post purchase systems; Modern material planning and delivery systems like MRP and JIT and material handling and logistics and systems.

Contents :

Role of purchasing and materials management – Objectives , Organization and interrelationships, determination and description Of material quality ,Material planning in Push and Pull system , MRP and JIT ;Determination and description of material quality – Receiving and Incoming quality inspection , Acceptance sampling plans , Vendor process capability ,Cost reduction techniques , Standardization , simplification & variety reduction ; value analysis and engineering, Make or buy decisions, Purchasing research, Source of supply , Price determination and Negotiation , Vendor rating , selection and Development ,Legal aspects of purchasing , public purchasing and Tendering , International purchasing – procedures and Documentation , Purchasing of capital equipment – Appraisal methods , evaluating suppliers efficiency ,stores layout , classification and codification ; material logistics ,warehousing management , Material Handling , Traffic and Transportation , Disposal of scraps ,surplus and obsolete materials , Inventory control of spare parts , Materials Information system .

Reference:

1. Ansari A. and Modarress B. JIT Purchasing, new York, Free Press, 1990.
2. Baily P. etc. Purchasing Principles and Management, London, Pitmann, 1994.
3. Burt, David N. Proactive Procurement. Englewood Cliffs, New Jersey, Prentice Hall Inc.1994.
4. Dobler, D.W. etc. Purchasing and Material Management, New York, McGraw Hill, 1990.

DEPARTMENT OF BUSINESS & INDUSTRIAL MANAGEMENT
SERVICE OPERATIONS MANAGEMENT

Objectives :

The key objective of this course is to acquaint the students with decision making in planning , design , delivery , quality and scheduling of service operations . The candidates are also expected to appreciate the role of service quality and operations in emerging services economy in India .

Contents:

Matrix of service characteristics ,Challenges in operations management of services ;Aggregate capacity planning for service ;Facility location and layout for services ; Job design – Safety and physical environment , effect of automation ;Operations standards and work measurement ; Measurement and control of quality of services ;Dynamics of service delivery system ; Scheduling of services personnel and vehicles ; waiting line analysis ; Distribution of services ;product support services ;Maintenance of services ; Inventory control for services ; Case studies on professional services .

Reference:

- 1.Collier david A , Service management :Operating decisions .Englewood cliffs, new jersey, Prentice Hall Inc , latest edition
- 2.Fitzsimmons ,James A ,and Sullivan ,Robert S. Service operations management ,New York, McGraw Hill
- 3.heskett ,James L,Service breakthroughs-changing the rules of the Game .New York , Free press, latest edition
4. Murdiek ,R G .etc Service operations management .Boston Allyn and bacon , latest edition

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