

Executive MBA Enabling Management 2018 Module Operational Management

The Executive MBA Enabling Management:

The Executive MBA Enabling Management is an initiative of the International Facility Management Expert Centre (Ifmec) and is validated by IPE Management School Paris as Part of GES (Grandes Écoles Spécialisées).

After finishing five modules: Operational Management; Financial Management, Human Resource Management; Real Estate & Facility Management; and Strategic Management a dissertation must be written to receive the distinctive title of MBA.

The executive MBA EM is developed in the Netherlands. This local MBA EM forms the backbone for this "Glocal" European Executive MBA FM.

In Europe there is an growing collaboration with distinguished scientific institutions and business schools: IPE Management School Paris (as validating partner), ESERP in Spain, John Moores University in England, FH Kufstein in Tirol and Ifmec in the Netherlands.

Our goal to bring this MBA to all European countries and share knowledge during the international gatherings.

Module description Operational Management:

Next to the in-depth methodological approach in the area of practice oriented business research, the following themes will be discussed: operational management; management and control paradigms; managing of services; process innovation in services; managerial economics; global supply chain management.

The professors: Prof. dr. Jan de Vries : Operational Management



Jan de Vries is a business economist and professor at the Faculty of Economics and Business at the University of Groningen. His research interest focuses primarily on issues surrounding the organization, management and organization of primary processes and concentrates on the themes of Operations Strategy, the development of (logistic) diagnostic tools and the influence of stakeholders on the design of planning systems. Jan de Vries is also active within the healthcare sector and is closely involved in projects in the field of care paths and transfer of care. In addition, he was the program director for the Bachelor's degree program in Business Administration (Faculty of Economics and Business, Groningen) for thirteen years. Jan de Vries is also Professor of Business Administration at the University of Curacao (UoC) and is structurally associated with various educational and research institutions at home and abroad.

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Prof. dr. ir. Jan Chr. van Dalen : Business and Management Methodology



Jan van Dalen is Professor Strategic Management and Supply Chain Management. He is member of the financial control institute of the South of the Netherlands and is governance member of NPCF and the NIAZ. As a Professor he is involved in several education platforms in Asia, the Middle East and Central- and Eastern Europe.

He is Academic Dean of the Ifmec Academy.

Professor Van Dalen former positions were:

- Professor Management Studies University Wageningen;
- Professor-director Open University of the Netherlands;
- Research Dean University Twente;
- Organization advisor (o.a. Berenschot).

Gatherings:

The meetings are held at the Ifmec Academy, situated at the Conference Centre Zonheuvel, Amersfoortseweg 98 in Doorn.



A private parking lot is situated at "Zonheuvel" near this building. (carpooling is recommended). All Hotelfacilities are available at Zonheuvel.

The train station Driebergen-Zeist is located on a ten-minute distance by bus.

Transfer to Schiphol every 30 minutes. Duration 1hr15 minutes

The international meetings will be held in Barcelona and Sofia.

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Learning goals

The module Operational Management gives students insights and share knowledge on the application of academically founded theories, methods and technics which are commonly used within operational management and general business.

After completion of the course:

- The student knows what operational management entails, specifically within the service sector;
- The student is capable to identify aspects of operational management in practice and is further capable of executing a business;
- The student is aware of the most important theories, approaches, methods, and techniques which are commonly used within operational management;
- The student can provide a basis of application for practical situations;
- The student can argument he reason for having made a certain decision with regard to the application of the decision.

Research & Innovation Conference Ifmec

The yearly Ifmec Research & Innovation conference is Friday, April 20, 2018. The conference will be held in Doorn. The theme will be Focus in Collaboration. Professors as well as Practitioners will gather here for the purpose of sharing their vision and experiences in this area of EM. Highly valued case presentations will be held, while renowned scientists will ensure quality introductions.

This conference is part of the executive MBA programme.

Methods of learning

The books that we will use in this module are:

Operations and Process Management; principles and practice for strategic impact Nigel Slack, Stuart Chambers, Robert Johnston, Alan Betts. The fourth press of this book. Additionally, articles as well as recommended literature will be used.

Bedrijfskundige Methodologie, Management van Onderzoek from Prof. dr. Ir. Ton de Leeuw
ISBN 90-232-3182-1

The English version will be available later this year.

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Research Operational Management

The red thread throughout this module consists of a detailed research concerning the operational process in the personal organization. As such, the strategic development of the organization is intertwined in this concept and innovative elements are effective in the re-design.

Conclusion of the course

The module Operational Management will conclude with an individual final assignment. Research and re-design are the tangible end products of this module and as such a paper on the topic will be examined.

The final individual assignment

The goal of the final paper is to test the specific knowledge and insights the student has developed during the course, and to what degree the student is capable of utilizing the knowledge in a responsible manner for analysis and improvement of real life situations in the organization. Next, it will be tested whether the paper suffices the scientific norms for business research.

- ✓ Pages: 10-15;
- ✓ The focus of the paper is directed towards a relevant subject for operational management.
- ✓ Strong argumentation by means of focused research;
- ✓ References to theory (including bibliography);
- ✓ Focus on structure (content, chapters, use of language);
- ✓ Executive summary of 1 A4.

Grading

The final grade for the module Operational Management is the grade for the final individual assignment (the paper). In order to positively end the module, the student needs to obtain a grade of 6 or higher (scale 1-10). Two conditions are in place for obtaining the final grade. The first is active participation during lectures; the second is a mark of 6 or higher for the final individual assignment.

Time schedule of the module Operational Management 2018

	Date		Theme
1	23-02-18 Friday	Morning 10 a.m. Afternoon 1st session Afternoon 2nd session	Course and student introduction Introduction: Managing of Processes Introduction: Operational Management Focusing the individual study theme
2	28-03-18 Wednesday	Morning Afternoon 1st session Afternoon 2nd session Evening	Introduction: Management Paradigm Introduction Methodology of Business Research Continue Methodology of Business Research Preparation introduction Business Research
	29-03-18 Thursday	Morning 10.00 a.m. Afternoon 1st session Afternoon 2nd session	Presentations outcome group research Introduction "Besturingsparadigma" Further exploration "Besturingsconcepten" Discussion: Frontoffice – backoffice concepten
3	19-04-18 Thursday	Morning 10.00 a.m. Afternoon 1st session Afternoon 2nd session Evening	Discussion individual research assignments with additional methodological knowledge Introduction: Organization of Services Introduction: Global Supply Chain Discussion methodology research papers
	20-04-18 Friday	Morning and afternoon	Ifmec Research & innovation conference "focus in cooperation"
4	13-05-18 Sunday		Transfer to Barcelona
	14-05-18 Monday	Morning 10.00 a.m. Afternoon 1st session Afternoon 2nd session Evening	Introduction: Process Innovation Discussion: Shared Service Centra Introduction: Managerial Economics Students presentations ESERP
	15/16-05-18 Tuesday/ Wednesday		Attending IFMA global conference Barcelona
5	04-06-18 Monday		Transfer to Sofia
	5/6/7-06-18 Tue – Thu		Several themes at the EuroFM Conference in Sofia
6	13-09-18 Thursday	Morning/Afternoon	Presentations research paper & feedback