

# Indian Institute of Management Raipur

## Date wise- Session Plan & Evaluative Scheme for Operations Management with Six Sigma (UPTOP)

Session	Date	Time	Name of the Faculty/Resource Person	Topic	Sub-topics	Name of the Case/ Article	Assignment/Mode
1	17-11-2019	2:30 pm to 5:30 pm	Dr. Mohit Goswami	Paradigms of operations management and service delivery	Manufacturing vs service characteristics	- Agarwal Packers and Movers Ltd. (IIM Ahmedabad case available online)	Class participation
2	23-11-2019		Dr. Mohit Goswami	Service delivery and supporting business model	Service delivery, value creation, customer needs in 21 <sup>st</sup> century	- Uber: Changing the way world moves.	
3	24-11-2019		Dr. Mohit Goswami	Operational excellence	Efficiency, productivity, linear programming	- Rougir Cosmetics International: Production Optimization	
4	01-12-2019		Dr. Mohit Goswami	Operational excellence...contd.			
<b>Quiz / Assignment if any- 1<sup>st</sup> quiz (10 marks)</b>							
5	8-12-2019		Dr. Mohit Goswami	Service delivery: Layouts and facilities	Layouts, Planning, Strategies, Serviceascpape	- Mongolian Grill	In class exercise
6	14-12-2019						
7	15-12-2019		Dr. Mohit Goswami	New product development	Product development process, customer needs, QFD	- IDEO Product Development	Class participation
8	22-12-2019						
<b>Quiz / Assignment if any – 2<sup>nd</sup> quiz (10 marks)</b>							
9	28-12-2019		Dr. Mohit Goswami	Forecasting in operations management	Forecasting techniques, regression, level methods	N/A	In class exercise
10	29-12-2019						
11	5-1-2020		Dr. Mohit Goswami	Decision analysis	Expected value, decision tree, utility rules	- Ratnagiri Alphonso Orchard: Bayesian Decision Analysis	In class exercise
12	11-1-2020						
<b>Quiz / Assignment if any – 3<sup>rd</sup> quiz (10 marks)</b>							
13	12-1-2020		Dr. Gopal Kumar	Evolution of quality management, principles of quality, Six Sigma concept	Quality in different industries, different views of quality, dimensions of quality, perception, expectation	<ul style="list-style-type: none"> <li>•Competing on the Eight Dimensions of Quality</li> <li>•A Note on Quality - The Views of Deming, Juran and Crosby</li> </ul>	Class participation
14	19-1-2020						

				competitive advantage through quality, customer focus, customer satisfaction, process focus	concepts, Kano model of quality, quality and profitability, voice of customer, Quality Function Deployment (QFD)	from Conformance Quality Failures That Triggered Product Recalls: The Role of Direct and Indirect Experience	participation, class exercise
15	25-1-2020		Dr. Gopal Kumar	Quality monitoring, quality tools, quality control, continuous improvement, process improvement	Check sheets, scatter diagram, cause-and-effect diagram, Pareto diagram, statistical process control (continuous variables and attributes), flowchart, histogram, Improvement methodology, DMAIC and DMADV	<b>Case:</b> The Ritz-Carlton Hotel Company: The Quest for Service Excellence [Product#: CU09-PDF-ENG]	Class participation, class exercise
16	2-2-2020		Dr. Gopal Kumar			<b>Case:</b> Six Sigma Quality at Flyrock Tyres	Class participation, class exercise
<b>Quiz / Assignment if any – 4<sup>th</sup> quiz (10 marks)</b>							
17	8-2-2020		Dr. Gopal Kumar	Data driven management	Attributes of good metrics, balanced scorecard, benchmarking, OLAP, data mining and Six		Class participation
18	9-2-2020		Dr. Gopal Kumar	Define and measure	Project decomposition, process maps, identifying problems, SIPOC, defining metrics, distribution, role of control chart, process capability indices, R&R analysis, linearity, measurement error, attribute inspection	<b>Case:</b> Era of Quality at the Akshaya Patra Foundation [Product#: IMB493-PDF-ENG]	Class participation
19	16-2-2020		Dr. Gopal Kumar	Analyze	Value stream mapping (eVSM), sources of variation, statistical approaches, hypothesis testing, regression and correlation, Design of Experiment (DOE)		Class participation
20	23-2-2020		Dr. Gopal Kumar	Analyze	Testing assumptions, logistic regression, ordinal and nominal logistic regression		Class participation, class exercise

Quiz / Assignment if any – 5 <sup>th</sup> quiz (10 marks)							
21	1-3-2020		Dr. Gopal Kumar	Improve/Design	Customer demand analysis, empirical model building to optimize, optimization using simulation, CTQ performance, risk assessment		Class participation, class exercise
22	8-3-2020		Dr. Gopal Kumar	Control/verify	Validating new process and product design, process control planning		Class participation, class exercise
23	14-3-2020		Dr. Gopal Kumar	Quality management approach	Product, process, responsibilities	<b>Case:</b> Process Control at Polaroid (A) [Product#: 693047-PDF-ENG]	Class participation, class exercise
24	15-3-2020		Dr. Gopal Kumar	Applying Six Sigma concepts and methods	DMAIC, DMADV, customer focus, importance of Six Sigma, roles and responsibilities, culture	<b>Case:</b> Six Sigma at Academic Medical Hospital (A) [Product#: UV0339-PDF-ENG] <b>Case:</b> Six Sigma at Academic Medical Hospital (B)	Class participation, class exercise
Quiz / Assignment if any – 6 <sup>th</sup> quiz (10 marks)							
25	28 March 2020		CAMPUS VISIT		Classroom Learning's		<b>IIM Raipur</b>
26	29 March 2020		CAMPUS VISIT		Classroom Learning's/ Valedictory		<b>IIM Raipur</b>

Evaluation Scheme: Total Marks = XXX, weightage YY%

- Quiz 1= XX (YY%)
- Quiz 2= XX (YY%)
- Quiz 3= XX (YY%)
- Project= XX(YY%)
- Assignment = XX (YY%)