Optional Courses

4. Production & Operations Management Group

   OP&O 601  Transportation Management

   OP&O 602  Service Operations Management
Objectives:

The objective of the course is to acquaint with the problems faced in planning policy and executing the transportation system.

Course Contents:

Growth of Urbanisation and Problems of Transportation; Transport-Challenges and Limitations; Government Activities in Transportation; Transportation Systems – Planning, Operation and Management; Trip Generation and Distribution; Load Planning; Transportation Modes and their selection; Sequential Travel Demand Forecasting Models; Future Developments in Transportation; Motor Vehicle Act 1988 and its Impact on Urban Transport System; Emission Norms.

Suggested Readings:

5. Gupta, M.P. Metropolitan Transportation System, New Delhi, National, 1983.
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 of India.

Course Contents:
Matrix of Service Characteristics: Challenges in Operations Management of Services; Aggregate Capacity Planning for Services; 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 Services Delivery System; Scheduling for 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.

Suggested Readings: