

Hand-out Behavioural Operations Management

WS 2016/2017

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Learning objectives

After successfully finishing the course, students can:

- name and identify managerial decision-making biases;
- discuss relevant experiments in the behavioural operations management literature;
- understand and evaluate improvement guidelines for operations' decision-making;
- design simple experiments in the realm of dynamic decision making.

Content

The course discusses managerial decision-making, cognition, and biases from an operations point of view, i.e. not only decision-making in high-level management teams are considered but also decision-making on the shop floor. The effects of behavioural factors on organisational value creation processes is in the centre of interest. Experiments on the topic are presented and, partially, repeated in class. Students learn about simple experiments to investigate dynamic decision making.

Literature

- Material provided via Ilias
- Bendoly, van Wezel, Bachrach: Handbook of Behavioral Operations Management, 2015
- Additional reading material

Timetable

Lectures will be held on Thursdays, 09:45-11:15 in M 2.03.

Date	Topic	Literature
20/10/2016	Introduction to department and to the course; course logistics; definition of behavioural operations management	
27/10/2016	Foundations of behavioural operations	Ch. 1
03/11/2016	Experiments as the primary way of investigation in behavioural operations	Ch. 2
10/11/2016	Constraints and variability	Ch. 3
17/11/2016	Behavioural aspects in process analysis	Ch. 4
24/11/2016	Process control and improvement	Ch. 6
01/12/2016	Human behaviour in scheduling	Ch. 5
08/12/2016	Motivation and performance in work design	Ch. 8
09/12/2016	<i>Site visit: Trumpf Maschinenbau, Ditzingen, 11:00–15:30</i>	

15/12/2016	Endogenous effects of behaviour on performance	Ch. 10
12/01/2017	Pull-to-centre effects in supply lines	Ch. 12
19/01/2017	<i>Guest lecture: Prof Florian Kapmeier (ESB Reutlingen)— Price forecasting in a commodity market</i>	Ch. 7
26/01/2017	Design of social supply chains	Ch. 14
02/02/2017	Interfunctional integration in supply chains	Ch. 18
09/02/2017	Relevance of behavioural operations in practice and future research	Ch. 19

Please read the chapter indicated before the lecture but after the tutorial in that week.

Plan of tutorials

Tutorials will take place on Mondays, 08:00-09:30, in M 17.81, starting on 07/11/2016.

Date	Topic	Laptop needed?
07/11/2016	Jewellery restoration	
14/11/2016	Kristen's Cookie Company	yes
21/11/2016	Statapult competition	
28/11/2016	Furniture manufacturing case	
05/12/2016	Roles and processes in retailing	
12/12/2016	Roofing slates manufacturing plant	
19/12/2016	<i>Video assignment:</i>	
09/01/2017	Humanitarian logistics	yes
16/01/2017	Wait or Buy game	yes
23/01/2017	Coffee value chain	
30/01/2017	The Fresh Connection	yes
06/02/2017	Q&A	

Examination

The content of the exam comprises all topics discussed in either the lectures or tutorials plus all required reading assignments (see timetable). Participating in the tutorials is expected from all students.