I. GENERAL INFORMATION

COURSE TITLE : International Operations  
CODE AND NUMBER : BADM-6295  
CREDITS : 3  
ACADEMIC TERM :  
PROFESSOR :  
OFFICE HOURS :  
OFFICE TELEPHONE :  
ELECTRONIC MAIL :  

II. DESCRIPTION

Aspects of operations management in a global environment. Analysis of the production systems, chain of international supplies and strategies of operation competitiveness at the global level. Emphasis on global communication systems, resource allocation, capital investment and facility planning in a multinational environment.

III. OBJECTIVES

1. The student will explain the importance of international operations in the contemporary complex international business environment.
2. The student will recognize, analyze and weight opportunities to significantly improve business performance through the appropriate use of international operations.
3. The student will have enough skills to apply its international operations acquired knowledge for a competitive business advantage.
4. The student will recognize the different forces affecting an international operation, in particular the cultural, fiscal, legal, environmental, distributive, socio-economics and political forces.
5. The student will recognize the elements affecting the supply chain in a global environment.
6. The will understand the major business issues when operating in Europe, India, China, South America, and Africa.
7. The student will understand the different types of international operations and problems faced with the globalization of operations.
8. The student will contrast and distinguish the diverse array of marketing effects encountered by a global operation.
9. The student will recognize and evaluate government policies and their affect in international operations.
10. The student will analyze the selection of international operation site.
11. The student will conduct risk management analysis and asset protection in an international operation setting.
12. The student will recognize and practice ethical responsibility in an international business environment

IV. COURSE CONTENT

1. The growth of international business operations and enterprise globalization.
2. The global operation as a strategic option for business.
3. Strategy considerations for production planning and operational control.
4. Forms of Operations (i.e., continuous production, batch production, project and services, etc.)
6. Production and operational linkages among countries.
7. Stakeholders: Their Concerns and Actions.
10. The problem and challenges of payments and collections in an international setting.
11. The utilization of Risk Management practices and Asset Protection.
12. Strategies for international location of an operation.
13. Managing Operations in a cross-cultural environment
14. Apply decision making in particular counteracting international external business pressure.

V. ACTIVITIES

A. Lectures
B. Case Studies
C. Supplementary readings
D. Internet searches
E. Audiovisual Support: Powerpoint presentations, videos
F. Presentation and discussion of relevant academic journal or trade journal articles which will be presented as the course progresses insuring discussion of current business problems. (i.e. International Journal of Manufacturing Excellence,
VI. EVALUATION

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<th>Component</th>
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<tr>
<td>2 partial exams</td>
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VII. SPECIAL NOTES

A. Special Accommodations

Students who require special accommodations must request these services at the beginning of the course as soon as they notice that they need help. Students can access this service with Professor Jose Rodriguez, Coordinator of Students with Special Needs at the Guidance and Counseling Office on the first floor at Metro’s Student Center.

B. Plagiarism

Plagiarism, dishonesty, fraud and any other type of manipulation or inappropriate behavior related with academic performance are unacceptable in our institution. Disciplinary actions will be taken on students found guilty of such practice as established in Chapter V, Article 1, Section B.2 of the Student’s Rules and Regulations handbook.

Inter American University has very strict regulations regarding plagiarism (using the ideas or words of others without giving proper credit), so it is important that you specifically read Chapter 5, Article 1, Section B.2c of the Student’ Rules and Regulations Handbook. This section clearly explains what plagiarism is. In addition, it explains the types of sanctions students are exposed to when they commit it.

C. Use of Electronic Devices

Cellular (mobile) telephones and any other electronic device that could interrupt the teaching-learning process or disrupt a milieu favorable for academic excellence will be deactivated. Critical situations will be dealt with in an appropriate manner. The use of electronic devices that permit the accessing, storing or sending of data during tests or examinations is prohibited.

VIII. RESOURCES
Required Textbook


IX. BIBLIOGRAPHY

**Suggested Bibliography**


**On-line Sites to Consult**

International Chamber of Commerce for the Incoterms used in International Commerce

For quick review of Letters of Credit consult
http://export.gov/tradefinanceguide/eg_main_043245.asp

The CIA world Factbook at

The World Bank site at

The International Standards Organization (ISO) at
http://www.iso.org/iso/home.html