

MICRO-CREDENTIAL IN OPERATIONS MANAGEMENT

21ST CENTURY OPERATIONS EXCELLENCE

(HRDCorp Course Series No: 10001540029)

Faculty Professor Shardul Phadnis

**Videos are available beginning
April 27, 2025**

Upon completion of online viewing, live
classroom sessions are scheduled for:

- May 9, 2026
- May 23, 2026
- June 20, 2025
- July 4, 2025
- July 18, 2025

Course Credits:
2 Credits



asb.edu.my/ace



Course Overview

Operations matter! They are the fundamental mechanisms of value creation and delivery in an economy. This course is designed to help business leaders harness the power of Operations Management (OM) techniques to be more efficient, responsive, and effective in serving their customers.

This course provides a broad overview of essential OM topics and their corresponding areas of application. Students will learn the various forms of operations and understand key concepts, frameworks, and models for managing them. It concludes by exploring newer developments, such as global supply chains and implications of information technology advances for OM.

The OM course at Asia School of Business leverages qualitative frameworks and quantitative models. It explores them in a wide range of domains - manufacturing, logistics, retail, healthcare, food services, banking, public transportation, and is based on students' familiarity. The course takes a three-pronged approach to achieve this:

1. Build a common understanding of foundational OM frameworks and models. Pre-class materials are available on the ACE platform, featuring over 60 videos, exercises, and notes.
2. Deepen knowledge through individualized exploration of these concepts. Students undertake an individualized exploration by selecting a specific OM setting (referred to as an 'Individual Case Setting').
3. Broaden understanding by sharing individual insights through class discussions. Students share lessons from their individualized case applications during facilitated discussions.

A hybrid learning format will deliver the course, combining ACE-platform online modules with face-to-face classroom sessions.



Course Outline

1. Operations Management: An Overview
2. Operations Processes
3. Forecasting I: Fundamentals
4. Forecasting II: Time-series Forecasting
5. Inventory Management I: Deterministic, Independent Demand
6. Inventory Management II: Deterministic, Dependent Demand
7. Inventory Management III: Uncertain Demand
8. Inventory Management IV: Uncertain Demand, Safety Stock
9. Scheduling I: Analytical Approaches
10. Queuing Theory
11. Scheduling II: Practices
12. Scheduling and Inventory Management
13. Toyota Production System: Components
14. Toyota Production System and Lean Thinking: Systems View
15. Advances: Supply Chain Management, Information System and OM





Outcomes that Drive Business Growth

This course will enable you to:



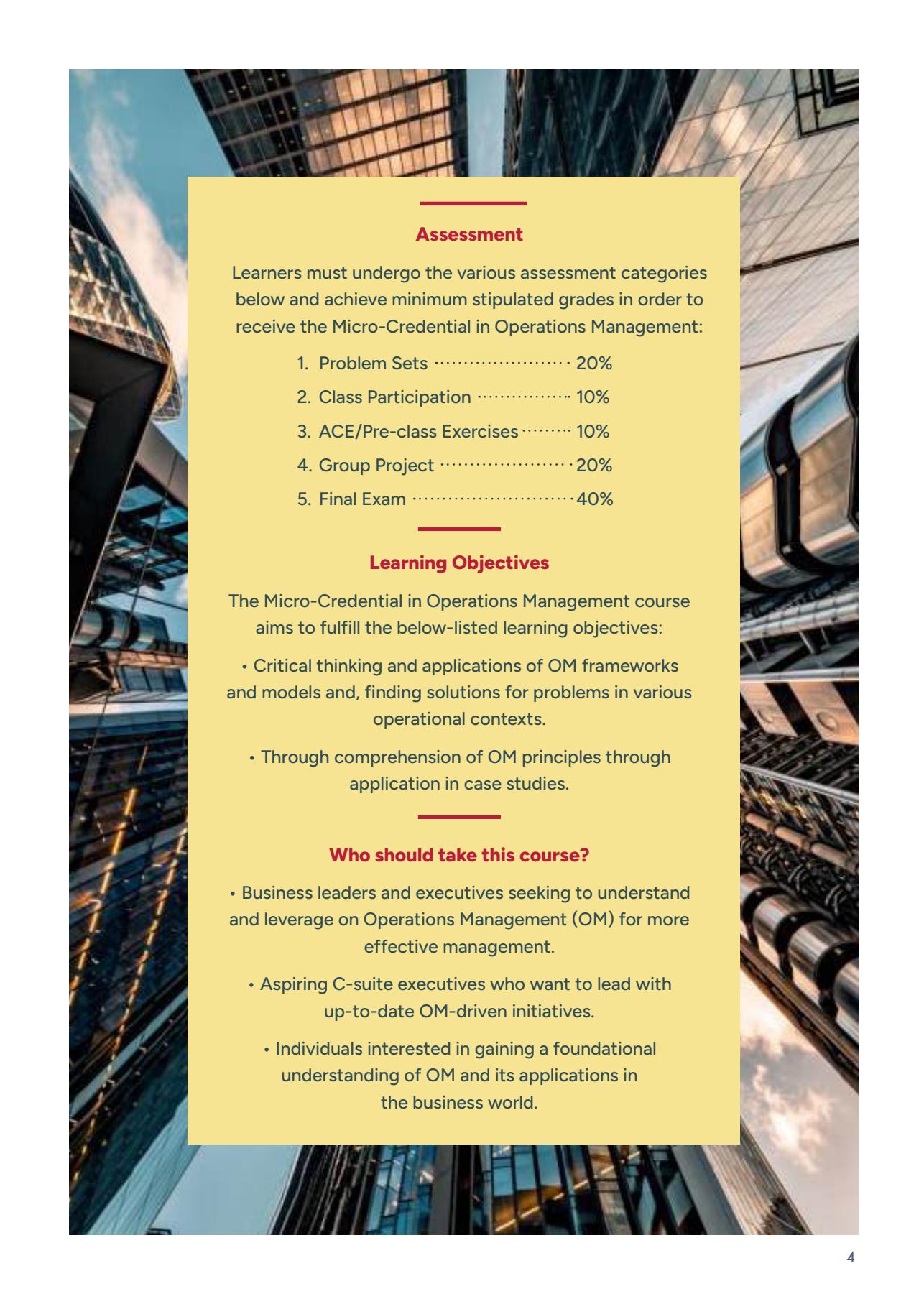
Problem Solving

Apply various OM frameworks and models helpful to think logically and solve problems in various operations settings.



Deep Understanding

Display a deep understanding of OM ideas through application in case settings.



Assessment

Learners must undergo the various assessment categories below and achieve minimum stipulated grades in order to receive the Micro-Credential in Operations Management:

1. Problem Sets 20%
2. Class Participation 10%
3. ACE/Pre-class Exercises 10%
4. Group Project 20%
5. Final Exam 40%

Learning Objectives

The Micro-Credential in Operations Management course aims to fulfill the below-listed learning objectives:

- Critical thinking and applications of OM frameworks and models and, finding solutions for problems in various operational contexts.
- Through comprehension of OM principles through application in case studies.

Who should take this course?

- Business leaders and executives seeking to understand and leverage on Operations Management (OM) for more effective management.
- Aspiring C-suite executives who want to lead with up-to-date OM-driven initiatives.
- Individuals interested in gaining a foundational understanding of OM and its applications in the business world.

Academic Requirements/Prerequisites

There are no prerequisites. However, some basic knowledge of probability theory (specifically, laws of probability, PMF/PDF/CDF, averages and standard deviations, normal distribution) is useful. Students are encouraged to freshen up on these concepts through online educational videos, such as from the Khan Academy.

Fees: RM10,000

Course Credits: 2 credit course

Duration of the Course:

12 weeks (this includes time for learners to watch videos before the first live session)

Course Structure:

The course will have a total of five live-sessions on Saturdays, from May 9, 2026

1. Video Learning

Before the live-sessions, you will watch short video lectures lasting 20 to 40 minutes and complete assignments to cement your understanding of the videos.

2. Live Sessions*

The live-sessions are held in hybrid format, beginning with a review of the video lecture, followed by a discussion of the case of the day.

Live-session dates in table below:

Live-session	Date and Time
Session 1	Saturday, May 9, 2026
Session 2	Saturday, May 23, 2026
Session 3	Saturday, June 20, 2026
Session 4	Saturday, July 4, 2026
Session 5	Saturday, July 18, 2026

**Subject to change*



Faculty



Professor Shardul Phadnis is a Professor of Operations and Supply Chain Management at the Asia School of Business. His research explores the intersection of supply chains and strategic management: (a) how organizations create value by orchestrating supply chain operations and (b) how strategy processes, such as scenario planning, influence the adaptability of supply chain infrastructures and processes.

His research has been published in leading journals in both disciplines, such as Strategic Management Journal, Academy of Management Perspectives, Technological Forecasting & Social Change, Production and Operations Management, Journal of Business Logistics, MIT Sloan Management Review, and several others. His book "Strategic Planning for Dynamic Supply Chains: Preparing for Uncertainty Using Scenarios" (Palgrave Macmillan, 2022) describes first-hand accounts of scenario planning applications in three in-depth cases of strategic/long-range planning in business and governmental planning organisations. Shardul is a member of the editorial board of Futures & Foresight Science and regularly performs peer-reviews research for leading management journals and academic conferences.

RM10,000 or approx USD2,200*

*This ACE course is exempt from Malaysian SST for Malaysian participants, as it forms part of ASB's accredited degree program. A 6% SST charge will apply to international participants starting July 1, 2025, as announced by the Royal Malaysian Customs Department.

The ACE courses are:

- Stackable to degrees. They can be combined to gain eligibility to apply for comprehensive qualifications, culminating in the ASB Master of Business Administration (full-time 12 months) or Executive Master of Business Administration degrees (part-time 16 months).
- HRD Corp and STF claimable by eligible Malaysian employers, terms and conditions apply.

Register now for this course:



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