



College of Hospitality Industry Management

TQF5 Course Report

Course Code : IBB2306

Course Title : Operation Management

Credits : 3(3-0-6)

Semester /Academic Year : 2/ 2021

Students : Bachelor of Business Administration
Program in Digital International Business

Lecturer(s) : Mr. Kongsak Boonarchatong

College of Hospitality Industry Management

Suan Sunandha Rajabhat University

Course Report

Institution : Suan Sunandha Rajabhat University

Campus/Faculty/Department : College of Hospitality Industry Management

Section 1: General Information

1. Course Code and Title : IBB2306 Operation Management

2. Pre-requisite (if any) : None

3. Faculty Member(s) Teaching the Course and Sections

Mr. Kongsak Boonarchatong

Sections: 01

Room No. 401

4. Semester and Academic Year

Semester 2 Academic Year 2021

5. Venue

College of Hospitality Industry Management, Nakhon Pathom Campus

Section 2 : Actual Teaching Hours Compared with Teaching Hours Specified in the Teaching Plan

1. Number of actual teaching hours compared with the teaching plan

Week	Topic/Outline	No. of teaching hours in the plan	No. of actual teaching hours	Reason(s) (in case the discrepancy is more than
1	Operations management overview	3 hours	3 hours	-
2	Operation function	3 hours	3 hours	-
3	Operations strategy	3 hours	3 hours	-
4	Operation decision making	3 hours	3 hours	-
5	Planning	3 hours	3 hours	-
6	Supply and materials management	3 hours	3 hours	-
7	Inventory	3 hours	3 hours	-
8	Midterm Examination	3 hours	3 hours	-
9	Transformation Process	3 hours	3 hours	-
10	Capacity	3 hours	3 hours	-
11	Controlling	3 hours	3 hours	-
12	Quality	3 hours	3 hours	-
13	Scheduling	3 hours	3 hours	-

14	New product development	3 hours	3 hours	-
15	Operation management for service providers	3 hours	3 hours	-
16	Final examination	3 hours	3 hours	-
	Total	48	48	

2. Topics that couldn't be taught as planned

Topics that couldn't be taught (if any)	Significance of the topics that couldn't be taught	Compensation
None	None	None

3. Effectiveness of the teaching methods specified in the Course Specification

Learning Outcomes	Teaching methods specified in the course specification	Effectiveness (Use \checkmark)		Problems of the teaching method(s) (if any) and suggestions
		Yes	No	
1. Morals and Ethics	(1) Group activities (2) Classroom attendance (3) Case study	✓	-	-
2. Knowledge	(1) Mid-term examination (2) Final examination (3) Group activity	✓	-	Student worked better in group task. Thus, lecturer should assign more group activities.
3. Cognitive Skills	(1) Cooperative learning (2) Quiz (3) Group discussion	✓	-	Cooperative learning method could help student integrate their knowledge with real situation. So, lecturer should create more cooperative learning activities for students.
4. Interpersonal Skills and Responsibilities	(1) Cooperative learning (2) Group discussion (3) Group discussion	✓	-	Smart students can share and support less smart students to learn. So, lecturer should carefully divide group with the mix of students.
5. Numerical Analysis, Communication and Information Technology Skills	(1) Group activity (2) Group project (3) Group discussion	✓	-	-

4. Suggestions for Improving Teaching Methods

Group activities, discussion and cooperative learning should be carefully assign to students, such as smart student should be grouped with less smart students to let them help less smart students complete the task.

Section 3 : Course Outcomes

1. Number of registered students : 23

2. Number of students at the end of semester : 23

3 Number of students who withdrew (W) : None

4. Grade distribution

Grade	No. of students	Percentage
A	4	17.39
A-	4	17.39
B+	6	26.09
B	2	8.70
B-	4	17.39
C+	3	13.45
C	-	-
C-	-	-
D+	-	-
D	-	-
D-	-	-
F	-	-
Incomplete (I)	-	-

5. Factors causing unusual distribution of grades (If any)

None

6. Discrepancies in the evaluation plan specified in the Course Specification

6.1 Discrepancy in evaluation time frame

Details of Discrepancy	Reasons
None	None

6.2 Discrepancy in evaluation methods

Details of Discrepancy	Reasons
None	None

7. Verification of students' achievements

Verification Method(s)	Verification Result(s)
None	None

Section 4 : Problems and Impacts

1. Teaching and learning resources

Teaching Problems: None	Impacts on students' learning : None
Learning Resources Problems: None	Impacts on students' learning : None

2. Administration and organization

Problems from administration None	Impacts on students' learning None
Problems from organization None	Impacts on students' learning None

Section 5 : Course Evaluation

1. Results of course evaluation by students

1.1 Important comments from evaluation by students

None

1.2 Faculty members' opinions on the comments in 1.1

None

2. Results of course evaluation by other evaluation methods

2.1 Important comments from evaluation by other evaluation methods

None

2.2 Faculty members' opinions on the comments in 2.1

None

Section 6 : Improvement Plan

1. Progress of teaching and learning improvement recommended in the previous Course Report

None	None
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2. Other improvements

There is a plan of using cooperative learning with some topics to help students to learn and practice more effectively.

3. Suggestions for improvement for Semester 2 Academic year 2022

Suggestions	Time Frame	Responsible person
A plan to use more role play	Throughout the semester	Mr .Kongsak Boonarchatong

4. Suggestions of faculty member(s) responsible for the course

None

Responsible Faculty Member/Coordinator: Mr. Kongsak Boonarchatong

Signature . 

Submission Date 29th May 2022

Chairperson/Program Director:

Signature..... Receipt Date