



ISOM2700 Operations Management Fall 2026 (L7)

Department of Information Systems, Business Statistics and
Operations Management

COURSE:

ISOM2700 Operations Management (3-0-0:3)

Production and service operations are viewed from the strategic, tactical and operational levels: capacity planning, process selection, impact of technology, location and layout, material and resource requirements, scheduling and quality control. Exclusion: ISOM2720 and IELM4100

Fall 2026

L7: Tuesday/Thursday, 3:00 PM – 4:20 PM
Room 4621

INSTRUCTOR:

Dr. Zheng Zeng (imzhengz@ust.hk)

Office: LSK- 4082B; Phone: 3469-3434

Office hours: Tuesdays 5 pm- 6 pm and by appointment

TEACHING ASSISTANT:

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Office: LSK-4065; Phone: 2358-8543

TEXTS:

No required textbook;

Learning materials are available on Canvas.

GRADING POLICY:

Final course grade will be determined by the following criteria and maximum point distribution:

Quizzes (Best 5 out of 6)	20
Midterm exam	40
Final exam	40
Total	100

Online Quizzes: Each quiz consists of **multiple-choice questions**. Quizzes will be **released on Monday** and must be **submitted by 11:59 p.m. on Sunday**, as indicated in the syllabus. Once you begin a quiz, the timer starts automatically, and you must complete the quiz within the specified time limit. You may use course materials and your own notes. No makeup quizzes will be offered, and deadlines will be strictly enforced. A quiz will be waived only for a valid reason. Only your best 5 scores from the 6 quizzes will count toward your course grade.

Bonus Quiz Points: Up to **3** bonus points may be awarded based on your attendance and the quality of your in-class participation, evaluated through periodic, unannounced checks. These points will be added to your final quiz scores, but only to raise a score to the maximum possible grade (e.g., 20/20); they cannot create a score that exceeds the total available points.

Exam: The midterm exam covers only part A of the course, while the final exam covers only part B. Each exam consists of 50 multiple-choice questions and lasts 2 hours each.

No makeup will be given for the midterm exam. If you miss the midterm exam for a valid reason that the instructor approves, you will have to take a 3-hour, 80-question comprehensive final exam instead.

All exams are closed-book. You can bring an A4-sized, double-paged cheat sheet to the exam, which will be collected by proctors at the end of the exam. A study guide and a list of formulas (that will be provided on the exam) will be available before the exam for your preparation.

Recording Policy: The class is not an online learning course. The recording will **NOT** be provided if you miss the class. However, recordings will be provided during the add/drop weeks.

Regrading: Requests for regrading must be submitted via **email** to both the **TA** and the **instructor** within **three** days of the grade being posted. Please note that regrading will consider the entire quiz or exam.

INTENDED LEARNING OUTCOMES:

This course is designed in such a way that, after completing it, you will be able to:

1. Describe the design and delivery of product/service in different organizations, and evaluate the systems for measurement and improvement of operations. [1,4]
2. Identify and select crucial variables and measurements in decision modeling. [1]
3. Identify and describe operations management as one of the core business functions. [3]
4. Integrate operations management with other business functions to support a coherent corporate strategy. [3]
5. Determine how operation management decisions impact other business functions. [3]
6. Identify a wide range of contemporary and pervasive global business issues, as well as cultural and technology advancement that impact the management of operations. [4, 6]
7. Apply a range of appropriate quantitative and qualitative methods and tools to solve business problems in which the management of operations is a critical issue. [4,7]
8. Discuss the role of operations management in sustainability and social responsibility. [8]

The numbers at the end of each learning goal correspond to those learning goals and objectives for the BBA-OM Program. For details, please visit our department web site at [BBA in Operations Management | HKUST Department of ISOM](#).

ACADEMIC INTEGRITY:

Students are expected to adhere to the university's academic integrity policy. In particular, any act of cheating on exam will automatically result in an F grade for this course. Students are expected to uphold HKUST's Academic Honor Code and to maintain the highest standards of academic integrity. The University has zero tolerance of academic misconduct. Please refer to [Academic Integrity | HKUST - Academic Registry](#) for the University's definition of plagiarism and ways to avoid cheating and plagiarism.

COURSE AI POLICY:

No use of generative artificial intelligence tools for quizzes and exams.

Weekly Schedule – Fall 2026 (This is a tentative schedule and is subject to change)	
Part A: Managing Business Process Flow	
Week 1 September 1, 3	Introduction to Operations Management Process analysis ■ Little's Law and flow time analysis
Week 2 September 8, 10	Bottleneck Analysis ■ Bottleneck and throughput improvement Capacity planning ■ Decision tree method and EVPI
Week 3 September 15,17	Capacity planning and resource allocation ■ Linear programming technique ■ Excel Solver
Sunday, September 20	Quiz #1 due , covering process analysis and bottleneck analysis.
Week 4 September 22, 24	Managing waiting lines (I) ■ Basic statistics concepts (review) ■ Basics of queuing systems
Sunday, September 27	Quiz #2 due , covering capacity planning and resource allocation.
Week 5 September 29	Managing waiting lines (II) ■ Waiting line models and simulation
Week 6 October 6, 8	Quality Management (I) ■ Acceptance sampling plan ■ Statistical process control
Week 7 October 13,15	Quality Management (II) ■ Process capability and Six Sigma quality Review for Part A
Sunday, October 18	Quiz #3 due , covering Managing Waiting Lines and Quality Management.
Mid-term exam (Part A only, 50 questions, 2 hours), TBD	

Part B: Synchronizing Supply and Demand	
Week 8 October 20, 22	Demand management and forecasting ■ Qualitative and quantitative approaches ■ Forecasting errors Consulting for Midterm (Oct 22)
Week 9 October 27, 29	Demand management and forecasting ■ Qualitative and quantitative approaches ■ Time series forecasting models Inventory management ■ Introduction to inventory management ■ EOQ model
Sunday, November 1	Quiz #4 due , covering demand management and forecasting.
Week 10 November 3, 5	Inventory management ■ Variants of EOQ model Managing supply for short life cycle products ■ Newsvendor model and applications
Week 11 November 10, 12*	Revenue management (Capacity-based) ■ Revenue management with capacity controls ■ Overbooking and protection level Revenue management (Price-based) ■ Willingness to pay and consumer choice ■ dynamic pricing
Sunday, November 15	Quiz #5 due , covering inventory management and managing supply for short-life-cycle products.
Week 12 November 17, 19	Supply chain management ■ Introduction to supply chain management ■ Bullwhip effect and supply chain coordination ■ Risk-sharing contracts
Week 13 November 24, 26*	Best practices of lean synchronization ■ Guiding principles and work practices ■ Major elements of just-in-time system Review for the final exam
Sunday, November 29	Quiz #6 due , covering revenue management and supply chain management.
Final exam (Part B only, 50 questions, 2 hours, except for those who need to take the 80-question comprehensive exam for 3 hours)	