

**FALL
2025**

DATA SCIENCES + OPERATIONS

DSO 584

GLOBAL OPERATIONS MANAGEMENT

Section(s):16332

Mon: 3:30 PM – 6:20 PM

Instructor: Ravi Kumar

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Units: 3.0

Office: TBD

WHO SHOULD TAKE THIS COURSE?



Students who plan to work in the operations function (sourcing, procurement, manufacturing or service operations, customer delivery/ logistics, project managers, new product/service development and roll-out, acquisitions, joint-ventures) in a global environment. It should also be appropriate for those students whose jobs will interface with the global operations function:

global marketing
global finance
global consulting
global human resources
global information technology
global supply chain
management

GOALS / OBJECTIVES



To help students gain an exposure to the spectrum of issues which are crucial to the globalization of operations, describe successful operations management approaches in several countries and industries, give students an insight into the basic tradeoffs associated with making operations decisions in a global context and highlight the crucial role of inter-functional coordination in successful global operations. Some of the concepts addressed will include:

- Operations in Global Strategy
- Sourcing/Procurement
- Risk Management
- Operations Planning
- Developing New Products /Services
- Global Operations Strategy Outsourcing
- Facilities Location
- Global Logistics
- Technology Transfer

PEDAGOGY



The course is built around lectures on the important concepts, a set of cases, encompassing strategic and tactical operations in several major industries and countries, as well as readings and published research articles. You are expected to have read the assigned readings and carefully analyzed the cases before coming to class, and to take an active role in the class discussion.

ABOUT THE PROFESSOR



Dr. Ravi Kumar is an Emeritus Professor in the DSO Department and holds a PhD from Northwestern University. He has served as Dean of KAIST College of Business in Seoul, S. Korea and Dean of Nanyang Business School in Singapore. He has also served as the Associate Dean and Vice Dean for International Programs at Marshall for many years. Prior to coming to Marshall in 1987, Dr. Kumar taught at University of Illinois at Urbana-Champaign. At both USC and UIUC, he has won Teaching Awards, including the Golden Apple Award at Marshall. He has worked on consulting projects with more than 50 companies in Europe, Asia and US over the last 20 years.



SCHEDULE OF CLASSES