

FAKULTI PENGURUSAN DAN PERNIAGAAN

COURSE FILE INFORMATION SYSTEM (CFIS) DOCUMENTATION GUIDELINES

PREPARED BY
NORINA AHMAD JAMIL
KETUA UNIT KUALITI
10 OCT 2020

Logout successful

FBMIS

FACULTY OF BUSINESS AND MANAGEMENT INTEGRATED SYSTEM



FBMIS is an integrated system, which developed to overcome the most of the problems occurring in the faculty manual system by computerizing the existing system.

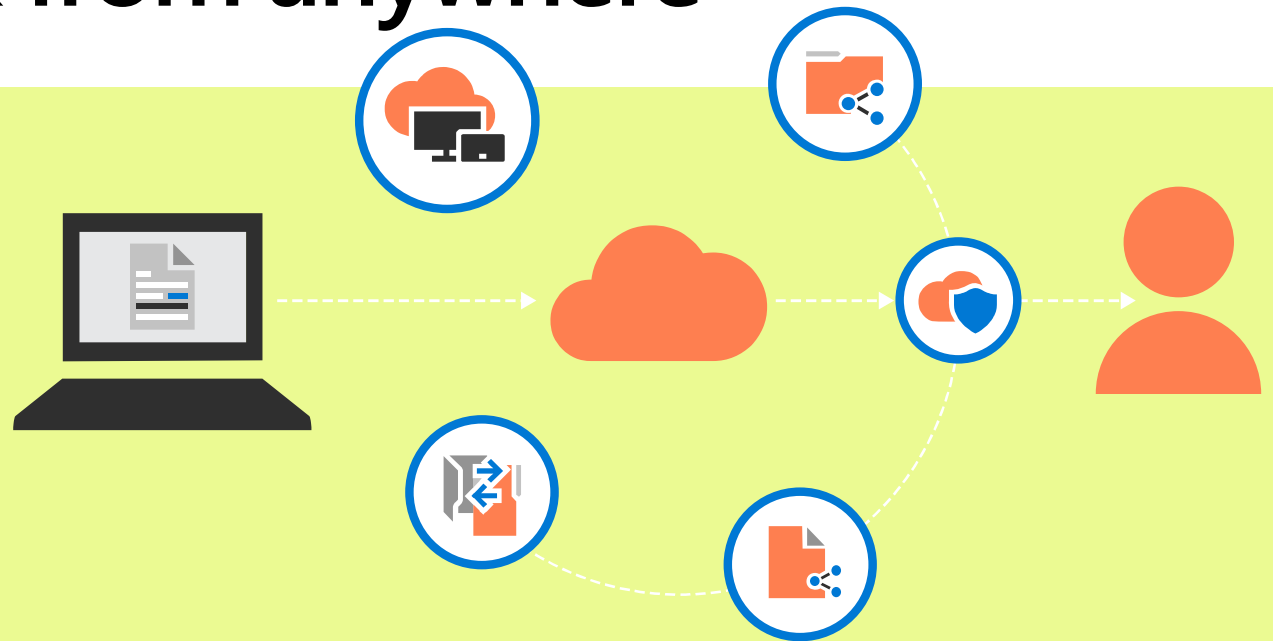
- Help users of the system to finish their work in the least amount of time
- Necessary for the faculty to keep track of its day-to-day activities and records of staff training, student activities, strategic planning
- Executing analytical tasks is very inefficient and time-consuming process.

Main Features



COURSE FILE INFORMATION SYSTEM

Work from anywhere



- **Sync your files to the cloud with FBM-CFIS**



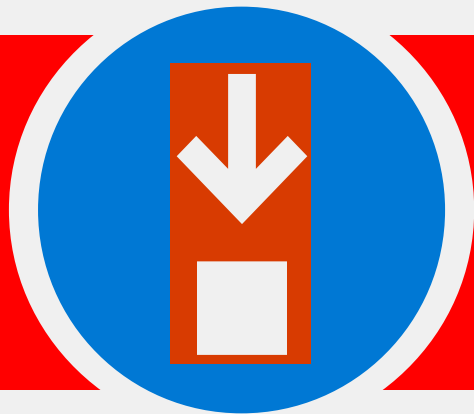
Save your files into FBM-CFIS

Store files in your CFIS and reach them from all your devices.

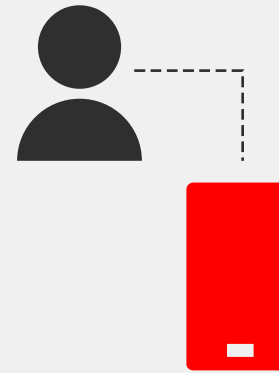


Share with your team teaching

Access, share, or work with others in real-time while protecting your files from loss and attacks.




OBE DOCUMENTS




COURSE FILE FOR RP

1 COURSE INFORMATION: DOWNLOAD FROM AIMS WITH APPROVED VERSION


UNIVERSITI TEKNOLOGI MARA

COURSE INFORMATION

Confidential

Course Code	:	OPM555	
Course Name (English)	:	SERVICE OPERATIONS MANAGEMENT	
Course Name (Malay)	:	PENGURUSAN OPERASI PERKHIDMATAN	
Course Level	:	6 - Bachelors Degree	
SLT	:	120 Hours	

Equivalent to 3 Credits

Face to Face: 45 Hours

Non Face to Face: 4 Hours

Student Preparation Time: 71 Hours

Pre-Requisite Courses : No course recommendations


Co-requisite Courses : No co-requisite Courses listed

Equivalent Courses : No equivalent Courses listed

Teaching Period Duration : 17 Weeks

Resource Person : NORINA BINTI AHMAD JAMIL

2 ASSIGNMENT RUBRICS: A SAMPLE FROM YOUR OWN ASSIGNMENT RUBRIC


FACULTY OF BUSINESS AND MANAGEMENT
UNIVERSITI TEKNOLOGI MARA, MALAYSIA

ASSIGNMENT RUBRICS

Course Name:	Student's Name:	Lecturer's Name:
Course Code:	Student's ID:	Group:


A. Rubrics Scale

1. Assignment (Lower Level)

Criteria	Marks Allocated	Marks (M)					Weighted Marks Obtained	C	P	A
		1	2	3	4	5				
Analytical Skills	10%	Not able to discuss the given task	Minimal ability to discuss the given task	Some ability to discuss the given task	Able to discuss the given task	Able to discuss with good illustration				

3

3 COPO-MATRIX : DOWNLOAD FROM AIMS (APPROVED VERSION). MAY USE PDFSAM TO SPLIT THE DOCUMENT (COURSE INFO AND COPO-MATRIX)


UNIVERSITI TEKNOLOGI MARA

COURSE LEARNING OUTCOMES - WIDE LEARNING OUTCOMES - SOFT SKILLS LEARNING OUTCOMES RELATIONSHIP MATRIX																				
COURSE CODE	OPM555	FACULTY / ACADEMY		FACULTY OF BUSINESS MANAGEMENT																
COURSE NAME (IN ENGLISH)	SERVICE OPERATIONS MANAGEMENT	CREDIT UNIT		3																
COURSE NAME (IN MALAY)	PENGURUSAN OPERASI PERKHIDMATAN	Resource Person		NORINA BINTI AHMAD JAMIL																
		Achievement of WIDE Learning Outcomes						Achievement of Soft Skills Learning Outcomes												
Course Learning Outcomes (CLO)	L01	L02	L03	L04	L05	L06	L07	L08	L09	SB1	SB2	SB3	SB4	SB5	SB6	SB7				
CLO1	Explain the concepts of service operations in an organisation. (C2)	/																		
CLO2	Analyse methods and techniques to using analytical tools specific to service industries. (C3)		/																	
CLO3	Demonstrate autonomous learning through service elements in an organisation. (A2)			/							/									
<table border="0"> <tr> <td>Ministry of Education Learning Outcomes</td> <td>Soft Skills Learning Outcomes</td> </tr> <tr> <td> <ul style="list-style-type: none"> i. Knowledge ii. Practical Skills iii. Thinking and Scientific Skills iv. Communication Skills v. Social Skills, Teamwork and Responsibilities vi. Values, Ethics, Moral and Professionalism vii. Information Management and Life Long Learning viii. Management and Entrepreneurship ix. Leadership Skills </td> <td> <ul style="list-style-type: none"> i. Critical Thinking and Problem-solving Skills ii. Communication Skills iii. Team Skills iv. Ethics & Moral Professionalism v. Life Long Learning & Information Management vi. Entrepreneurial Skills vii. Leadership Skills </td> </tr> </table>																	Ministry of Education Learning Outcomes	Soft Skills Learning Outcomes	<ul style="list-style-type: none"> i. Knowledge ii. Practical Skills iii. Thinking and Scientific Skills iv. Communication Skills v. Social Skills, Teamwork and Responsibilities vi. Values, Ethics, Moral and Professionalism vii. Information Management and Life Long Learning viii. Management and Entrepreneurship ix. Leadership Skills 	<ul style="list-style-type: none"> i. Critical Thinking and Problem-solving Skills ii. Communication Skills iii. Team Skills iv. Ethics & Moral Professionalism v. Life Long Learning & Information Management vi. Entrepreneurial Skills vii. Leadership Skills
Ministry of Education Learning Outcomes	Soft Skills Learning Outcomes																			
<ul style="list-style-type: none"> i. Knowledge ii. Practical Skills iii. Thinking and Scientific Skills iv. Communication Skills v. Social Skills, Teamwork and Responsibilities vi. Values, Ethics, Moral and Professionalism vii. Information Management and Life Long Learning viii. Management and Entrepreneurship ix. Leadership Skills 	<ul style="list-style-type: none"> i. Critical Thinking and Problem-solving Skills ii. Communication Skills iii. Team Skills iv. Ethics & Moral Professionalism v. Life Long Learning & Information Management vi. Entrepreneurial Skills vii. Leadership Skills 																			

Faculty Name: FACULTY OF BUSINESS MANAGEMENT
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Start Year: 2020
Review Year: 2018




5 PROJECT RUBRICS :

		TEST SPECIFICATION TABLE (JSU)																																	
		FACULTY NAME : FACULTY OF BUSINESS MANAGEMENT																																	
QUESTION TYPE	(TF - True/False (1), MTC - Matching (1), MCQ - Multiple Choice Question (1-3), MTF - Multiple True/False Question (1-5), FIB - Fill in the Blank (4-10) , SA - Short Answer (1-5), SE - Short Essay/Short Structure (5-20), LE - Long Essay/Long Structured (5-30), ELE - Extreme Long Answer (30 -100))																																		
NO	QT	TM HR	TM %	EX %	C1					C2					C3					C4					C5					C6					TO
	GT	QN	M	P	PP	PT	GN	M	P	PP	PT	GN	M	P	PP	PT	GN	M	P	PP	PT	GN	M	P	PP	PT	GN	M	P	PP	PT	TM			
1	TF	0	0.00	0.00																												2	20		
2	TF	0.00	27.27	20.00	SE	1	A	10	-	1																						2	20		
3	TF	0.00	31.82	20.00																												2	20		
4	TF	0	0.00	0.00																												2	20		
5	TF	0.00	15.84	20.00																												2	20		
6	TF	0.00	15.84	20.00																												2	20		
7	TF	0	0.00	0.00																												2	20		
8	TF	0	0.00	0.00																												2	20		
9	TF	0.00	15.84	20.00																												2	20		
10	TF	0.00	0.00	0.00																												2	100		
Total	22	100	100		10							20					30						30					10			0	10	100		

TP	= TOPIC	QT	= QUESTION TYPE
TM HR	= TIME(F2F)	M	= MARKS
TM %	= TIME(%)	P	= PART
EX %	= EXAM(%)	PP	= PAPER
TQ	= NUMBER OF QUESTIONS	TM	= ACTUAL TOTAL MARKS
QN	= QUESTION NUMBER		

FACULTY OF BUSINESS AND MANAGEMENT UNIVERSITI TEKNOLOGI MARA, MALAYSIA											
GROUP ASSIGNMENT RUBRICS											
CRITERIA	INDIVIDUAL	GROUP	POOR (1)	MODERATE (2)	SATISFACTOR (3)	GOOD (4)	EXCELLENT (5)	C	P	A	MARKS ALLOCATED
Identification of Main Issues/ Problems	20	10	Unable to identify and understand the issues in case study	Able to slightly identify and understand the issues in case study	Able to identify and understand some the issues in case study	Able to identify and understand most the issues in case study	Able to identify and understand all the main issues in case study				
Analysis of the Issues	30	30	No analysis of the issues	Moderate analysis of the issues	Relevant analysis of some the issues in the case study	Complete analysis of the issues	Insightful analysis of the issues				
Provide suggestions on appropriate solutions	30	30	No suggestions for solutions to the case study	Little suggestions and slightly appropriate solutions to the issues in the case study	Adequate suggestions and appropriate solutions to the issues in the case study	Relevant suggestions and appropriate solutions to the issues in the case study	Well documented and appropriate solutions to the issues in the case study				
Management				adequate efforts to relate to theories / concepts	adequate adaptation to theories / concepts	Significant adaptation to relate to theories / concepts	Exceptional adaptation to relate to theories / concepts				
& COMMUNICATION TECHNOLOGIES IN ORGANIZATIONS GROUP PROJECT EVALUATION FORM											

 Faculty of Business Management										
ASAM402 – INFORMATION & COMMUNICATION TECHNOLOGIES IN ORGANIZATIONS GROUP PROJECT EVALUATION FORM										
Group Members: _____					Date: _____					
	Excellent	Good	Average	Poor	Very Poor	Subtotal				
REPORT (20 MARKS)										
FORMAT										
Cover Page, Table of Contents, Acknowledgement, References, double-spaced, April 11	10	9	8	7	6	5	4	3	2	1
BODY OF REPORT										
Introduction, organization background, organization functions	10	9	8	7	6	5	4	3	2	1
Organizational chart & Organization's mission	10	9	8	7	6	5	4	3	2	1
CONTENT	10	9	8	7	6	5	4	3	2	1
Procedural on findings found Identification of problem	10	9	8	7	6	5	4	3	2	1
Proof of the problem exists	10	9	8	7	6	5	4	3	2	1
RECOMMENDATIONS										
Possible Future Effects	10	9	8	7	6	5	4	3	2	1
Possible present effects	10	9	8	7	6	5	4	3	2	1
Conclusion	10	9	8	7	6	5	4	3	2	1
PRESENTATION (20 MARKS)										
ORGANIZATION										
Information is presented in logical, relevant and interesting sequence	5	4.5	4	3.5	3	2.5	2	1.5	1	
MECHANICS										
Font is large enough to be read; text has no spelling and grammatical errors at all	5	4.5	4	3.5	3	2.5	2	1.5	1	
LOCATION AND ENTHUSIASM										
Uses clear voice, correct pronunciation and maintains clear understanding; demonstrates group interest on the topic during	5	4.5	4	3.5	3	2.5	2	1.5	1	
EYE CONTACT AND BODY LANGUAGE										
Able to hold class members attention with strong eye contact, looks lively and energetic. Appears to enjoy the subject	5	4.5	4	3.5	3	2.5	2	1.5	1	
										Total

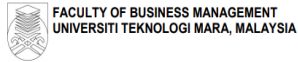


OBE DOCUMENTS



COURSE FILE FOR RP

6 RUBRICS : General Rubric for all categories (where applicable)



CASE STUDY ANALYSIS (Written report)

Course Name:	Student's Name:
Course Code:	Student's ID:

EVALUATION FOR SEMESTER 1 – 2

Criteria	Weight (%)	Poor (1)	Moderate (2)	Satisfactory (3)	Good (4)	Excellent (5)
Identification of Main Issues/ Problems	40	30	Unable to identify and understand the issues in case study	Able to slightly identify and understand some of the issues in the case study	Able to identify and understand most of the issues in the case study	Able to identify and understand all the issues in the case study
Discussion of Issues	50	40	No discussion of issues	Moderate discussion of issues	Relevant discussion of some of the issues in the case study	Complete but not thorough discussion of the issues
Provide comments	10	10	No comments	Inadequate comments	Adequate comments	Relevant comments
Teamwork (Group Work)	N/A	20	Never contribute ideas and perform tasks	Rarely contribute ideas	Occasionally contribute ideas	Usually contribute ideas
Total:	100	100				



FIELD TRIP RUBRICS

Course Name:	Student's Name:	Lecturer's Name:
Course Code:	Student's ID:	Group:

1. Field Trips (Level 1)

Criteria	Marks Allocated	1	2	3	4	5	Weighted Marks Obtained	Cognitive	Psycho motor	Affective
Participation	35%	No participation	Minimal participation	Some participation	Participate most of the time	Actively participate all the time	M/5 x 35% =			A2
Teamwork	25%	Never contribute ideas, do not attend meetings	Rarely contribute ideas, rarely attend meetings	Sometimes contribute ideas, occasionally attend meetings	Usually contribute useful ideas, attend most meetings	Routinely contribute useful ideas, attend all meetings	M/5 x 25% =			A2

7

SLT: Download from AIMS (approved version)

SLT-OPM555 SERVICE OPERATIONS MANAGEMENT

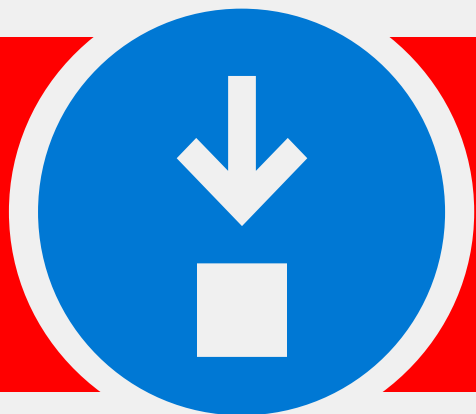
CL01: Explain the concepts of service operations in an organization. (C2)
CL02: Analyse methods and techniques by using analytical tools specific to service industries. (C4)
CL03: Demonstrate autonomous learning through service elements in an organization. (A3)

No	Topics	Teaching and Learning Activity		Student Preparation Time		Total			
		Lecture	Self-Learning	Lecture	Self-Learning	SLT	F2F	NF2F	SPT (NF2F)
1	Introduction to service Operations	3	0	3	0	6	3	0	3
2	Management	6	0	6	0	12	6	0	6
3	Service strategy	7	0	7	0	14	7	0	7
4	New Service Development	3	0	3	0	6	3	0	3
5	Service Encounter	3	0	3	0	6	3	0	3
6	Layout of service facilities	3	0	3	0	6	3	0	3
7	Managing customer expectations and perceptions	3	0	3	0	6	3	0	3
8	Managing capacity and demand in service	6	0	6	0	12	6	0	6
9	Managing Waiting Lines	8	0	8	0	16	8	0	8
10	Service inventory management	3	0	3	0	6	3	0	3
11	Building a world-class service organization	3	0	3	0	6	3	0	3
Total		45	0	45	0	90	45	0	45
Student Learning Time per week		3.2	0	3.2	0	6.4	3.2	0	3.2

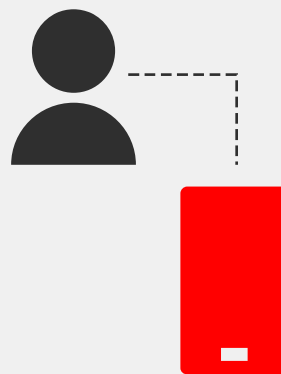
No	Assessment Type	Assessment Description	F2F	NF2F	SPT (NF2F)	SLT	F2F	NF2F	SPT (NF2F)
1	Assignment	Scrap book	0	2	2	6	8	0	2
2	Assignment	Topic review	0	2	2	6	10	0	2
3	Test	TEST 1	0	0	0	6	6	0	0
4	Test	TEST 2	0	0	0	6	6	0	0
Total			0	0	0	30	0	0	25

Total SLT Hours	120
Total F2F Hours	45
Total NF2F Hours	4
Total SPT Hours	71
MOA Credit	3

Notes: 1. * F2F = Face-to-Face 2. ** self-learning will include learning from self-learning modules and any additional non F2F hours self-learning and preparation for lecture/ lab, / tutorial and test and evaluation



OBE RESULTS



COURSE FILE FOR RP

1

CDL-CQI: DOWNLOAD FROM UFUTURE

Choose your group level (lecturer)
and program level (RP) .
Fill up OBE_SCL Survey
Fill up COPO-LOKI survey
Fill up CQI form

CDL-CQI:
TAB FOR RESOURCE
PERSON




NAVIGATION

- Course Summary
- Announcement
- Course Content
- Cont. Assessment >
- Learning Activities >
- Course Forum
- Online Class
- Group >
- FES
- CDL-CQI**
- Course Setting >

SERVICE OPERATIONS MANAGEMENT

Course Code OPM555
Course Name SERVICE OPERATIONS MANA

-- No Introductory Video Currently Available --

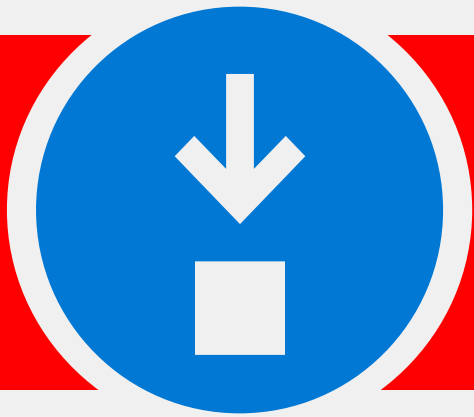
 **NORINA BINTI AH...**
Resource Person

Course Summary

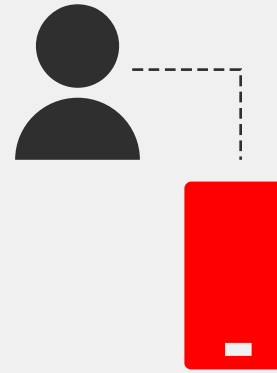
Course Description

This course aims to cover all work activities that are not

© 2014 ~ 2020



OBE RESULTS



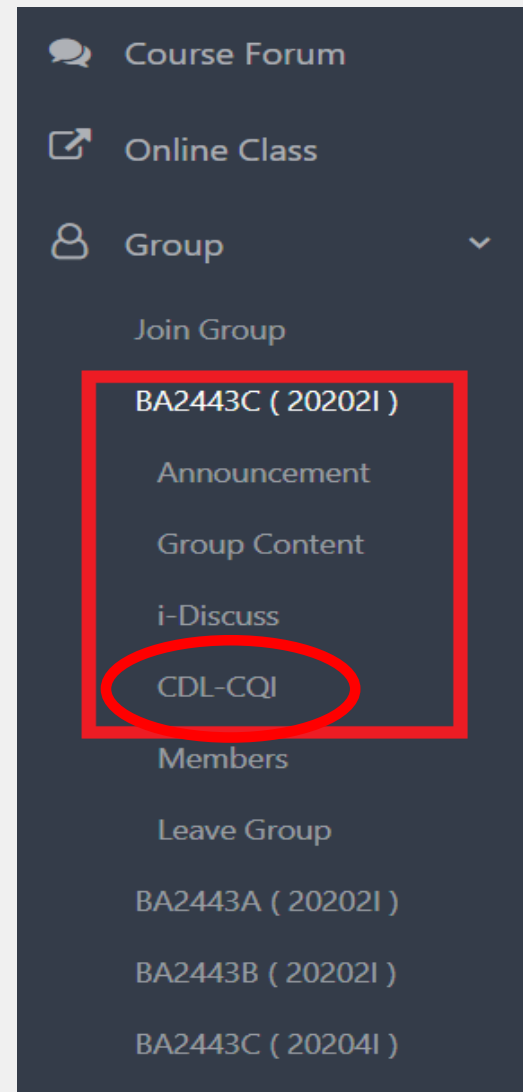
COURSE FILE FOR RP

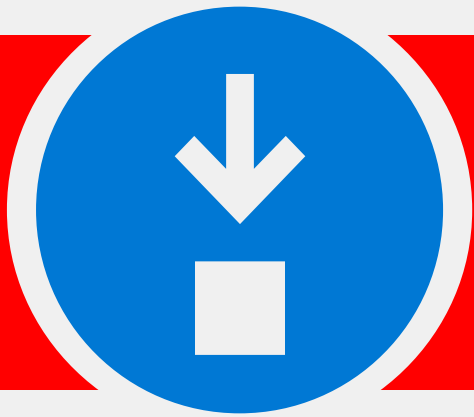
2

CDL-CQI: FROM UFUTURE

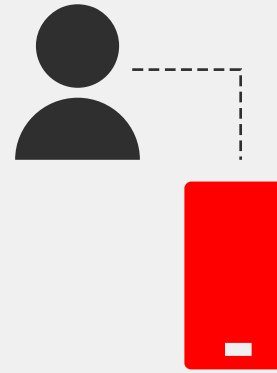
**CHOOSE YOUR GROUP LEVEL
(LECTURER) AND PROGRAM LEVEL
(RP) .**

**CDL-CQI:
TAB FOR LECTURER**





OBE RESULTS



COURSE FILE FOR RP

3

CDL- CQI:
CHOOSE YOUR GROUP LEVEL
(LECTURER) AND PROGRAM LEVEL
(RP) .

Fill up OBE_SCL Survey
Fill up COPO-LOKI survey
Fill up CQI form

OPM555(BA244)

Campus	Semester	Programme	Course	Total Student
B8	202021	BA244	OPM555	26

Overall Achievement

Area	Course Grade	Entrance Exit Survey	SUFO	OBE-SCL Implementation	CO-PO-LO-KI Alignment
Result	4 (VERY GOOD)	2 (FAIR)	3 (GOOD)	3 (GOOD) Edit	5 (EXCELLENT) Edit

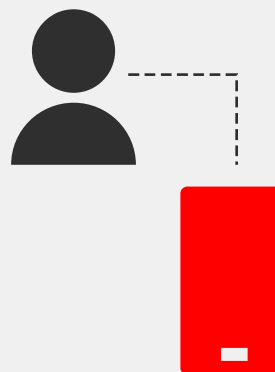
Continuous Quality Improvement (CQI) Report

Critical Issue(s)	Factor(s) Contributed to Issue	Action(s) to be taken (Process, Procedure and/or Mechanism for Monitoring)	Timeline (State Date) & Person Responsible	
no issue, the students were able to adapt with ODL.	Even though there was a problem using ODL method somehow students are able to produce their work aligned with the course assessment design by the RP.	Will strengthen the process and the way of conducting the ODL with student	SEM Oct 2020 to Feb 2020	Edit
Add CQI				

COMMENT

CQI TAB

OBE-SCL and COPO-LOKI TAB



COURSE FILE FOR RP

4

CDL-CQI :

Click Print PDF, save and upload.

CDL-CQI

Group :BA2443C
Course Code :OPM555
Programme :BA244
Campus :UiTM Kampus Puncak Alam
Semester :Mar 2020 - Sep 2020 (DEGREE AND MASTER)

Printed By :NORINA BINTI AHMAD JAMIL
Printed :2020-11-11 11:23:02

Overall Achievement

Course Grade	Entrance Exit Survey	SUFO	OBE-SCL Implementation	CO-PO-LO-KI Alignment
4 (VERY GOOD)	2 (FAIR)	3 (GOOD)	3 (GOOD)	5 (EXCELLENT)

Exit - Entrance Survey (Frequency)

Score Gap	-4	-3	-2	-1	0	1	2	3	4	20th Percentile	80% students Above Value	CDL Indicator
Frequency	0	0	0	5	35	5	32	85	47	41.80	1.00	2

Student Feedback Online (SUFO)

Score Gap	4	3	2	1	20th Percentile	80% students Above Value	CDL Indicator
Frequency	185	257	0	0	88.40	2.10	3

Course File Information

Teaching File Information

Course File Information (KUK)

AUDIT RESULT

Dashboard

Course File Information

Course File Information

Category	OBE Result
Semester Code	20202 - SESI 2 2019/2020
File Type	<div>CDL-CQI</div> <div> <div></div> <div>CDL-CQI</div> <div>Coursework Assessment Mark</div> <div>LEI5</div> <div>SUFO Result</div> </div>
File	

Submit



OBE RESULTS



COURSE FILE FOR RP

5

**COURSEWORK ASSESSMENT : EXCEL
TEMPLATE/ERES/GOOGLE FORM OR
ANY RELEVANT TEMPLATE.**

ASSESSMENT MARK - SESSION 2020
CAMPUS : B8 - UTM Kampus Puncak Alam
COURSE CODE : ASM453 , GROUP : BA2322B
Assessment Mark : Test/Assignment/Lab/Attendance/Fieldwork/etc

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Page 1 from 2

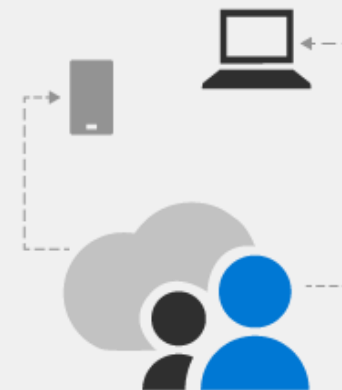
	Weightage :	20	30	20	30	Total
	Fullmark :	100	100	100	40	
	Description :	Article Review	Role Play	Case Study	Online Test	
	CLO :	CLO2	CLO2	CLO3	CLO1	
	PLO :	PLO6	PLO6	PLO2	PLO1	
1. 2019804976 - AHMAD BIN KAMARULZAMAN	80	78.5	66	37		80.50
2. 2019290154 - AIDA MAISARAH BINTI ROFFIE	90	78	75.5	35		82.75
3. 2018200418 - FATIN HUSNA BINTI MOHAMAD MOGUNI	87	64	79.5	29		74.25
4. 2019267676 - HAZIQ AZHAM BIN AZANA AZHAR	90	88	66	32		81.60
5. 2019256814 - MUHAMMAD FAKRUL AAMAN BIN ABDUL RASHID	80	89	66	32.5		80.275
6. 2019256246 - MUHAMMAD FAISAL ALIF BIN ROSZAIMY	86	68.5	66	29		72.70
7. 2019475676 - NOR AISYAH ASYIRA BINTI NAZLI	95	73	81	32.5		81.475
8. 2019219686 - NOR ATIKAH BINTI ISHAK	67	72	79.5	34.5		76.775
9. 2019627496 - NOR SYAHIRAH ANIEZA BINTI NORHAROZI	97	77.5	75.5	31.5		81.375
10. 2019256328 - NORIDA YASMIN BINTI AIRI	90	77	75.5	17.5		69.325
11. 2019253366 - NORAISYAH BINTI JOHARI	88	72.5	79.5	31		78.50
12. 2019812562 - NUR AINI BINTI HAPIZ	87	75	75.5	29.5		77.125
13. 2019219078 - NUR IZZAH HUSNA BINTI RAMLI	67	78	71	39.5		80.625
14. 2019268056 - NUR NADIRA BINTI ALJAS	81	85	77	36		84.10
15. 2019627532 - NUR SYIFAA NAJWA BINTI YUSRI	90	80	81	36		85.20
16. 2019653986 - NUR SYUHADA ASYIKIN BINTI KAMDAN	92	79.5	77	33		82.40
17. 2019253786 - NURUL IZZAH BINTI MOHD HISHAM	89	54	79.5	29.5		72.025
18. 2019601706 - PUTERI NUR AINA BINTI ASMADY	67	67	71	38		76.20
19. 2019627276 - QUTREEN NABILA BINTI ABDUL AZIZ	93	86	77	33.5		84.925
20. 2019253654 - RAUDATUL FADZILAH BINTI ABDUL MANAN	92	80	81	35		84.85

COURSE ASSESSMENT OPM555-BA2443C SEM MAC 2020 TO SEPT 2020

Name :	TEST 1/10%	10%	TEST 2/15%	15%	ASSIGNMENT 1/10%	10%	ASSIGNMENT 2/15%	15%	TOTAL/50%
Abdullah Akmal Bin Abdullah Zamli	67.50	6.75	90.00	13.50	68	6.8	70	10.50	37.55
Adib Fari bin mohd fuad	65.00	6.50	90.00	13.50	80	8	90	13.50	41.50
Ahmad Al Hafiz Bin Ahmad Al Juhari	65.00	6.50	90.00	13.50	75	7.5	78	11.70	39.30
Aina Fatiha binti Md Zulman	67.50	6.75	70.00	10.50	80	8	85	12.75	38.00
ANIS EMYLIA BINTI SABRI	57.50	5.75	90.00	13.50	78	7.8	85	12.75	39.80
ANIR Khowarizmi	67.50	6.75	90.00	13.50	80	8	90	13.50	42.75
Farah Izz Amami binti ahmad busu	60.00	6.00	40.00	6.00	80	8	90	13.50	33.50
FATIMAH BT MOHAMMAD ISA	45.00	4.50	76.67	11.50	92	9.2	90	13.50	38.70
FATIMAH ZAHARAH BT AHMAD FARIS	55.00	5.50	90.00	13.50	95	9.5	85	12.75	41.25
FATIN IZZATI BINTI MOHD ZARI	65.00	6.50	80.00	12.00	90	9	85	12.75	40.25
INTAN NUR QAMARINA BINTI AHMAD KAMAL	70.00	7.00	90.00	13.50	95	9.5	85	12.75	42.75
MOHAMMAD AFIFI BIN ZAINUDDIN	67.50	6.75	63.33	9.50	78	7.8	85	12.75	36.80
Mohamad Syahr Ramezhan bin Mohd Kamal	82.50	8.25	80.00	12.00	70	7	85	12.75	40.00
MOHAMMAD ZAID FAKHAN BIN MOHAMMAD ARIP	80.00	8.00	90.00	13.50	80	8	90	13.50	43.00
Mohamad Zulhaires Shah bin Zul Zainee Shah	65.00	6.50	90.00	13.50	75	7.5	50	7.50	35.00
Mohd Shariff Bin Abdul Ali	62.50	6.25	90.00	13.50	68	6.8	68	10.20	36.75
Muhammad Afi Irfan Bin Ahmad Yunus	60.00	6.00	56.67	8.50	75	7.5	70	10.50	32.50
MUHAMMAD DANISH BIN AZIZI	62.50	6.25	76.67	11.50	68	6.8	80	12.00	36.55
Muhammad Mirza Bin Bahri	67.50	6.75	93.33	14.00	75	7.5	85	12.75	41.00
NAJWIN HADYA BINTI NORDIN	55.00	5.50	43.33	6.50	75	7.5	90	13.50	33.00
NOR AZIRA BINTI BAHARUDDIN	70.00	7.00	90.00	13.50	80	8	90	13.50	42.00
NORIZYAN SYAHIRA BT ABO KAZAK	50.00	5.00	90.00	13.50	90	9	78	11.70	39.20
Nur Adilah binti Darusman	65.00	6.50	90.00	13.50	95	9.5	90	13.50	43.00
NUR AINAN BINTI JASBAR	75.00	7.50	93.33	14.00	80	8	85	12.75	42.25
Nurashidah bt jani	62.50	6.25	90.00	13.50	80	8	75	11.25	39.00
SD rohani bt mohd nazar	55.00	5.50	83.33	12.50	68	6.8	90	13.50	38.80
WAN NUR SYAHIDAH BINTI WAN MOHD GHAZALI	55.00	5.50	90.00	13.50	68	6.8	90	13.50	39.30



OBE RESULTS



COURSE FILE FOR RP

7 LE15 : PRINTED FROM ERES OR RELEVANT TEMPLATE

UNIVERSITI TEKNOLOGI MARA
MARKING REPORT LE15

FACULTY : BA - FACULTY OF BUSINESS AND MANAGEMENT
CAMPUS : BB - UTM Kampus Puncak Alam
COURSE : ASMAS3 - ADMINISTRATIVE MANAGEMENT
GROUPS : BA23229
SESSION : 2022

Date Time Printed : 26/08/2020 12:13:14
Printed By : 20074 - NOOR AZZAH BINTI SAID

This information is strictly private, confidential and personal to its recipients and should not be copied, distributed or reproduced in whole or in part, nor passed to any third party.
Please be responsible and do not reveal to the public. Disciplinary proceedings will be initiated and disciplinary action will be taken in respect of any leaking of

BL	STUDENT ID	PART	NAMA	MARK	GREED	POINTS	PROGRAMME	STUDY MODE	STATUS
1.	211904976	2	AHMAD BIN KAMARULZAMAN	81.00	A	4.00	BA232	Full Time	LU
2.	211920154	2	AIDA MASRAH BINTI ROFFIE	83.00	A	4.00	BA232	Full Time	LU
3.	211920048	2	FATHI HUSNA BINTI MOHAMAD MOGUNI	74.00	B+	3.33	BA232	Full Time	LU
4.	2119267676	2	HAZIQ AZHAF BIN AZMAN AZHAR	82.00	A	4.00	BA232	Full Time	LU
5.	211925814	2	MUHAMMAD FAHRIUL AMIN BIN ABDUL RASHID	80.00	A	4.00	BA232	Full Time	LU
6.	2119258246	2	MUHAMMAD FADAL ALIF BIN ROSZAMNY	73.00	B+	3.33	BA232	Full Time	LU
7.	2119475676	2	NOR AISYAH ASYIRA BINTI NAZLI	81.00	A	4.00	BA232	Full Time	LU
8.	2119219666	2	NOR ATIKAH BINTI ISHAK	77.00	A-	3.67	BA232	Full Time	LU
9.	2119627466	2	NOR SYAHIRAH ANEZA BINTI NORHAZIZ	81.00	A	4.00	BA232	Full Time	LU
10.	2119256320	2	NORADIA YASMIN BINTI ARI	69.00	B	3.00	BA232	Full Time	LU
11.	2119253966	2	NORASYAH BINTI JOHARI	79.00	A-	3.67	BA232	Full Time	LU
12.	2119112562	2	NUR ANN BINTI HAPIZ	77.00	A-	3.67	BA232	Full Time	LU
13.	2119219078	2	NUR IZZAH HUSNA BINTI RAMLI	81.00	A	4.00	BA232	Full Time	LU
14.	2119268556	2	NUR NADIRA BINTI ALIAS	84.00	A	4.00	BA232	Full Time	LU
15.	2119627532	2	NUR SYIFA NAJWA BINTI YUSRI	85.00	A	4.00	BA232	Full Time	LU
16.	211953066	2	NUR SYUHADA SYAHKON BINTI KAMIDAN	82.00	A	4.00	BA232	Full Time	LU
17.	2119253766	2	NURUL IZZAH BINTI MOHD HISHAM	72.00	B+	3.33	BA232	Full Time	LU
18.	211901776	3	PUTERI NUR ANNA BINTI ASMADY	79.00	A-	3.67	BA232	Full Time	LU
19.	2119627276	2	QUTREEN NABILA BINTI ABDULLAH AZIZ	85.00	A	4.00	BA232	Full Time	LU

8 SUFO RESULT: DOWNLOAD FROM UFUTURE WITH ITEMIZED QUESTIONS AND ANSWER.

RP : REPORT BY COURSE (FOR ALL GROUPS)

TEAM TEACHING: REPORT BY COURSE GROUP
(INDIVIDUAL GROUP) OR BY LECTURER

WELCOME
NORINA BINTI AHMAD JAMIL
240048

NAVIGATION

- myCourses
- myCommunity
- SuFO**
- KIFO
- Blended Learning >
- LF Statistic
- Setting >

Students' Feedback Online - SuFO

Select semester: Oct 2020 - Feb 2021 (DEGREE AND MAS)

SUFO ANALYSIS

Report by Course

Report by Course Group

Report by Lecturer

Show 10 entries

No.	Course	Part A	Part B
1	OPM555	0.00	0.00
2	OPM562	0.00	0.00

Showing 1 to 2 of 2 entries

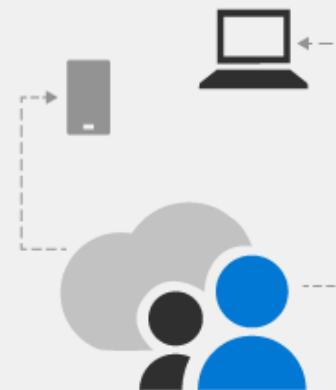
Student's Feedback Online (SuFO)
Kod Kursus / Course's Code : OPM555
Bil. Responden / Respondents : 102

Kampus / Campus : BB - UTM Kampus Puncak Alam

No.	Soalan / Question	Sangat Tidak Setuju (1)	Tidak Setuju (2)	Setuju (3)	Sangat Setuju (4)	Purata (%)	Purata Mata
Bahagian A : Persepsi Keseluruhan tentang kursus ini							
1	Kursus ini memberi lebih pengetahuan kepada saya. / This course has increased my knowledge from taking the course.	0	1	42	32	85.33	3.41
2	Kandungan kursus ini berkaitan dengan bidang pengajian saya. / The course content is related to my field of study.	0	0	42	33	86.00	3.44
3	Kandungan kursus ini telah meningkatkan keyakinan pembelajaran saya. / The method of assessment in this course has enhanced my learning ability.	0	1	44	30	84.67	3.39
4	Tahap keyakinan saya tentang kursus ini telah meningkat. / My confidence level in this course has increased.	0	2	46	27	83.33	3.33
Jumlah Purata:							
		0	4	174	122	84.83	3.39
Bahagian B : Profesionalisme Penceramah							
5	Penceramah menepati jadual jam pengajaran yang dijadualkan. / The lecturer completes the scheduled hours of instruction.	0	0	44	31	85.33	3.41
6	Penceramah bersedia memberi bimbingan akademik kepada pelajar. / The lecturer is ever ready to provide academic guidance to students.	0	2	44	29	84.00	3.36
7	Penceramah menggunakan Bahasa Inggeris sebagai bahasa pengantar semua kuliah (semua kursus CTU dan Bahasa Inggeris). / The lecturer uses English as a medium of instruction during the lectures except for CTU and Third Language courses.	0	0	46	29	84.67	3.39
8	Penceramah mudah didapati. / The lecturer is approachable.	0	0	45	30	85.00	3.40
9	Penceramah mudah ditubai untuk perbincangan. / The lecturer is accessible for discussion.	0	0	46	29	84.67	3.39
10	Penceramah memantau kehadiran pelajar. / The lecturer monitors student attendance.	0	1	42	32	85.33	3.41
11	Secara keseluruhan, penceramah memenuhi kriteria profesionalisme yang sangat tinggi. / Overall, the lecturer meets high professionalism.	0	2	41	32	85.00	3.40
Jumlah Purata:							
		0	5	308	212	84.86	3.39
Bahagian C : Absorpsi Pengajaran dan Pembelajaran							
12	Penceramah menjelaskan kandungan kursus. / The lecturer explains the course content.	0	1	45	29	84.33	3.37
13	Penceramah menjelaskan tentang hasil kursus. / The lecturer explains the outcomes of the course.	0	2	42	31	84.67	3.39
14	Penceramah menerangkan cara penilaian kursus. / The lecturer explains the course assessment.	0	1	46	28	84.00	3.36



TEACHING MATERIALS



COURSE FILE FOR RP

1

TEACHING MATERIAL :

- CHOOSE ANY OF : CASE STUDY/HAND OUT/ NOTES/ OTHERS THAT RELEVANT TO YOUR SUBJECT
- LABEL EVERY CHAPTERS APPROPRIATELY

1 record(s)

<previous

next>

OBE Documents

OBE Result

Teaching Materials

Assessment

Final Exam

Program Study Plan

No	Semester Code	Chapter No	File Type	File/Url Link	Date
1	20202	1	Notes	CHAPTER_1_WHAT_IS_CS-0	09/09/2020
2	20202	2	Notes	CHAPTER_2_THE_CHALLENGES_OF_CS-0	09/09/2020
3	20202	3	Notes	CHAPTER_3_PROBLEM_SOLVING-0	09/09/2020
4	20202	4	Notes	CHAPTER_4_STRATEGY_FOR_FORMULATING_A_PLAN_FOR_SUCCESS-0	09/09/2020
5	20202	5	Notes	CHAPTER_5_EMPOWERMENT-0	09/09/2020
6	20202	6	Notes	CHAPTER_6_COMMUNICATION_IN_CUSTOMER_SERVICE-0	09/09/2020
7	20202	7	Notes	CHAPTER_7_COPING_WITH_CHALLENGING_CUSTOMERS-0	09/09/2020
8	20202	8	Notes	CHAPTER_8_MOTIVATION-0	09/09/2020
9	20202	9	Notes	CHAPTER_9_LEADERSHIP_IN_CUSTOMER_SERVICE-0	09/09/2020
10	20202	11	Notes	CHAPTER_11_TECHNOLOGY_AND_CUSTOMER_SERVICE-0	09/09/2020

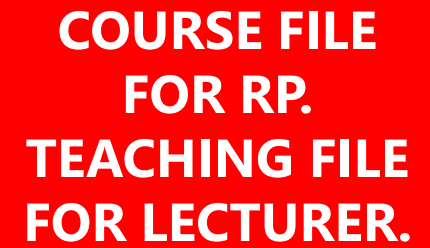
11 record(s)

<previous

1

2

next>



TAB ASSIGNMENT/PROJECT/QUIZ:

- **TO UPLOAD THE INDIVIDUAL / GROUP/QUIZ/ CASE STUDY /REFLECTIVE PAPER/PRESENTATION GUIDELINES ETC.(FOLLOW CI)**

Course Information

Report By Program

FBMIS

HRIS

RIS

SAIS

STIS

OBE Documents

OBE Result

Teaching Materials

Assessment

Final Exam

Program Study Plan

No	Semester Code	Ranking	File Type	File/Url Link	Date	Status
1	20202		Assignment 1	Assignment_Guideline_1	23/07/2020	Updates
2	20202		Assignment 2	Assignment_Guideline_2	23/07/2020	Updates
3	20202		Project	Project_Guideline	05/10/2020	Updates
4	20202	Highest	Sample Assessment	Project_Sample_highest_Noor_Izzati	05/10/2020	Updates
5	20202	Highest	Sample Assessment	Online_Test_Sample_Highest_Muhammar_Yassir_Dee	07/08/2020	Updates
6	20202	Highest	Sample Assessment 1	Reflective_Assignment_1_Sample_Highest_Hanis_Marhaini	14/08/2020	Updates
7	20202	Highest	Sample Assessment 2	Reflective_Assignment_2_Sample_Highest_Hanis_Marhaini	07/08/2020	Updates
8	20202	Lowest	Sample Assessment	Online_Test_Sample_lowest_Mohd_Fadhel_Mohd_Drus	07/08/2020	Updates
9	20202	Lowest	Sample Assessment 1	Reflective_Assignment_1_Sample_Lowest_Anis_Fariha	07/08/2020	Updates
10	20202	Lowest	Sample Assessment 2	Reflective_Assignment_2_Sample_Lowest_Mudrikah	07/08/2020	Updates

15 record(s)

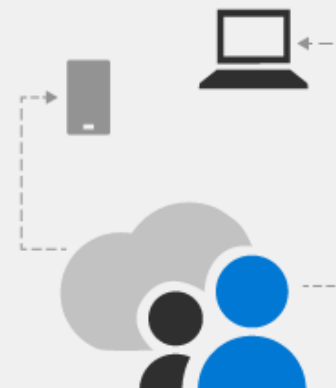
previous

1

next



ASSESSMENT



**COURSE FILE
FOR RP.
TEACHING FILE
FOR LECTURER.**

2

SAMPLE ASSESSMENT:

- **SAMPLE STUDENT'S WORK FOR
ASSIGNMENT/PROJECT/QUIZ/PRESENTATION/CASE
STUDY/REFLECTIVE PAPER WITH
RANKING
(HIGHEST/MODERATE/LOWEST)**
- **UPLOAD USING PDF OR URL
LINK FORMAT**

2	20202		Assignment Guideline 2	Assignment_Guideline_2	23/07/2020	Updates		
3	20202		Project Guideline	Project_Guideline	05/10/2020	Updates		
4	20202	Highest	Sample Assessment - Assignment 1	Reflective_Assignment_1_Sample_Highest_Hanis_Marhaini	14/10/2020	Updates		
5	20202	Highest	Sample Assessment - Assignment 2	Reflective_Assignment_2_Sample_Highest_Hanis_Marhaini	14/10/2020	Updates		
6	20202	Lowest	Sample Assessment - Assignment 1	Refelctive_Assignment_1_Sample_Lowest_Anis_Fariha	14/10/2020	Updates		
7	20202	Lowest	Sample Assessment - Assignment 2	Reflective_Assignment_2_Sample_Lowest_Mudrikah	14/10/2020	Updates		
			Moderates	Reflective_Assignment_1_Sample_Moderate_Siti_Rafeah	14/10/2020	Updates		
9	20202	Moderates	Sample Assessment - Assignment 2	Reflective_Assignment_2_Sample_Moderate_Mohd_Fadhel	14/10/2020	Updates		
10	20202	Highest	Sample Assessment - Project	Project_Sample_highest_Noor_Izzati	14/10/2020	Updates		



ASSESSMENT



**COURSE FILE
FOR RP.
TEACHING FILE
FOR LECTURER.**

3 TEST : A SAMPLE QUESTION AND MODEL ANSWER/ANSWER SCHEME.

Districts must also perform risk assessments and "implement mitigation planning." Superintendents will designate a cybersecurity coordinator as a liaison between the district and the state and parents.

(Sources from www.securitymagazine.com/newsletters, March 11, 2020)

TEST QUESTION

BA/JUN 2020/ASM655

Based on the case study, answer the following questions.

QUESTION 1

As a cybersecurity coordinator of the Texas Department of Information Resources, you are responsible to design a cybersecurity mitigation planning. Describe the strategy of this mitigation.

(20 marks)

QUESTION 2

Explain the strategy that can be used by the schools for risk transference.

(6 marks)

QUESTION 3

Explain the types of measures that can be used for InfoSec management measurement programs.

(12 marks)

QUESTION 4

Describe the recommended process for the development of InfoSec measurement program implementation recommended by NIST.

(12 marks)

2	20202		Assignment Guideline 2	Assignment_Guideline_2	23/07/2020	Updates	
3	20202		Project Guideline	Project_Guideline			
4	20202	Highest	Sample Assessment - Assignment 1	Reflective_Assignment_1_Sample_High			
5	20202	Highest	Sample Assessment - Assignment 2	Reflective_Assignment_2_Sample_High			
6	20202	Lowest	Sample Assessment - Assignment 1	Refelctive_Assignment_1_Sample_Lowest			
7	20202	Lowest	Sample Assessment - Assignment 2	Reflective_Assignment_2_Sample_Lowest_Mudrikah	14/10/2020	Updates	
8	20202	Moderates	Sample Assessment - Assignment 1	Reflective_Assignment_1_Sample_Moderate_Siti_Rafeah	14/10/2020	Updates	
9	20202	Moderates	Sample Assessment - Assignment 2	Reflective_Assignment_2_Sample_Moderate_Mohd_Fadhol	14/10/2020	Updates	
10	20202	Highest	Sample Assessment - Project	Project_Sample_highest_Noor_Izzati	14/10/2020	Updates	

**HOW TO LABEL YOUR
ASSIGNMENT/PROJECT/QUIZ/TEST**

QUESTION 2

Explain the strategy that can be used by the schools for risk transference.

(6 marks)

Outsourcing can be used for risk transference when an organization chooses to hire an ISP or a consulting organization for products and services such as server acquisition and configuration, Web development, maintenance, and administration, and even InfoSec functions. This allows the organization to transfer the risks associated with managing these functions to the service provider, who has more experience with those risks. Outsourcing can shift the risk to the service-level arrangements.

(Identify strategy: 1 mark)
(Explanation of the strategy: 2 marks)
(Reasons: 3 marks)

Organizations use three types of measures that can be used for InfoSec management measurement programs.

(12 marks)

Organizations use three types of measures:

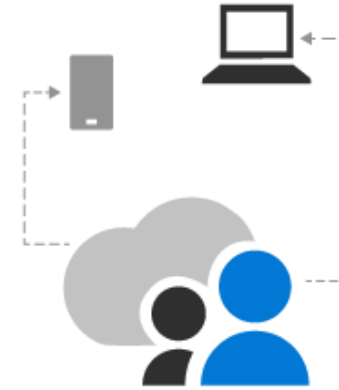
- those that determine the effectiveness of the execution of InfoSec policy,
- those that determine the effectiveness and/or efficiency of the delivery of InfoSec services, and
- those that assess the impact of an incident or other security event on the organization or its mission.

(Identify measures: 3 measures x 2 marks = 6 marks)
(Explanation of each: 3 measures x 2 marks = 6 marks)

**MODEL
ANSWER/ANSWER
SCHEME**



FINAL EXAM



COURSE FILE/TEACHING FILE

- SAMPLE OF FINAL ASSESSMENT/ FINAL EXAM QUESTION AND ANSWER FOR THAT PARTICULAR SEMESTER
- FOLLOW STANDARD FORMAT FROM EXAM UNIT (DOWNLOAD FROM LIBRARY OR FROM FBM'S EXAM UNIT)
- STANDARD FORMAT FINAL ASSESSMENT FOR ODL

CONFIDENTIAL



BA/DEC 2019/OPM555

UNIVERSITI TEKNOLOGI MARA FINAL EXAMINATION

COURSE : SERVICE OPERATIONS MANAGEMENT
COURSE CODE : OPM555
EXAMINATION : DECEMBER 2019
TIME : 3 HOURS

CONFIDENTIAL

2

BA/DEC 2019/OPM555

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of five
2. Answer ALL questions in the Answer
3. Do not bring any material into the invigilator.
4. Please check to make sure that:
i) The Question Paper
ii) An Answer Booklet – provided
5. Answer ALL questions in English.

QUESTION 1

- a) Identify any **four (4)** foundational premises of service-dominant logic and provide a brief justification of each. (10 marks)
- b) Discuss any **four (4)** challenges faced by an organization to transform their business in competing through servitization. (10 marks)

QUESTION 2

- a) Explain any **two (2)** customer's features in the service encounter triad. (10 marks)
- b) Determine any **four (4)** service profit chain relationship elements. (10 marks)

QUESTION 3

- a) Discuss any **four (4)** characteristics of yield management. (10 marks)
- b) With the aid of a diagram, explain the **four (4)** types of forecast movement or behaviour in the service industry. (10 marks)

QUESTION 4

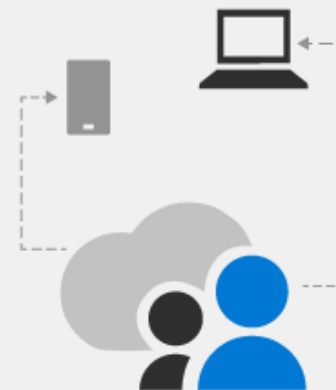
KFC's Mobile Shopping App Sees 90pc of Users Placing Orders via Mobile

Kentucky Fried Chicken launched a mobile wallet earlier this year in Britain and has seen positive results, including better customer service, mobile experience and relationship



1

PROGRAM STUDY PLAN : A STANDARD FORMAT FROM FBM HEA



COURSE FILE FOR RP

FACULTY OF BUSINESS & MANAGEMENT
PROGRAM STRUCTURE MARCH 2018
BACHELOR OF BUSINESS ADMINISTRATION (HONS) OPERATIONS MANAGEMENT - BA244

SEMESTER 1					SEMESTER 2				
Components	Code	Course	Credit Units	Contact Hours	Components	Code	Course	Credit Units	Contact Hours
Compulsory Modules	HBU111	Ko-kurikulum I	1	2	Compulsory Modules	HPD134	Ko-kurikulum II	1	2
	TAC/TMC 401	Third Language I	2	2		TAC/TMC451	Third Language II	2	2
	CTU552	Falsafah Dan Isu Semasa	2	2		ELC501	English for Critical Academic Reading	2	2
Core	ACC406	Immediate Financial Accounting and Reporting	3	3	Core	ECO415	Economics	3	4
	LAW416	Business Law	3	4		FIN420	Financial Management	3	4
	ASM452	End User Applications	3	4		HRM533	Introduction to Human Resource Management	3	4
	MKT420	Principles and Practices of Marketing	3	4		IBM530	Introduction to International Business	3	4
	MGT420	Principles and Practices of Management	3	4		UXXX	Elective 1	3	4
Total			20	29	Total			20	29

SEMESTER 3					SEMESTER 4				
Components	Code	Course	Credit Units	Contact Hours	Components	Code	Course	Credit Units	Contact Hours
Compulsory Modules	HPD234	Ko-kurikulum III	1	2	Compulsory Modules	CTU554	Penghayatan Etika dan Peradaban II	2	2
	ELC590	English for Oral Presentations	2	2					
	TAC/TMCS01	Third Language III	2	2					
Core	FIN533	Personal Financial Planning	3	4	Core	ENT530	Principles of Entrepreneurship	3	4
	OPM538	Occupational Safety, Health and Environmental Management	3	4		MGT555	Business Analytics	3	4
Specialization	OPM549	Operations Management	4	4	Specialization	OPM560	Supply Chain Logistics Management	4	4
	OPM554	Procurement Management	3	4		OPM545	Production Planning and Control	4	4
	OPM555	Service Operations Management	3	4		OPM562	Business Process and Innovation Management	4	4
Elective	UXXX	Elective 2	3	3	Elective	UBM599	Digital Workforce	3	4
						ENT535	Digital Entrepreneurships	3	4
						MKT558	Digital Marketing	3	4
Total			24	29	Total			23	29

SEMESTER 5					SEMESTER 6				
Components	Code	Course	Credit Units	Contact Hours	Components	Code	Course	Credit Units	Contact Hours
	EET699	English Exit Test	0	0					
Core	MGT657	Strategic Management	4	4	Industrial Training	MGT666	Internship		12
	MGT648	Research Methods	4	4					
	OPM658	Quality Management	3	4					
Specialization	OPM655	Project Management	4	4					
	OPM633	Enterprise Resource Planning	3	4					
	OPM633	Sustainable Operations Management	3	4					
Elective	UXXX	Elective 4	3	3					
Total			24	27	Total			12	12

	%	Credit Units
Compulsory Modules	14%	17
Core	41%	50
Specialization	26%	32
Electives	10%	12
Industrial Training	10%	12
Total	100%	123

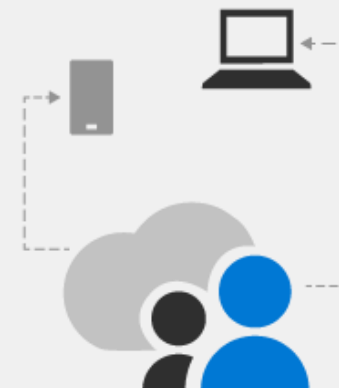
GRAND TOTAL (CREDIT HOURS): 123
DATE : Mar-18

GRAND TOTAL (CREDIT HOURS): 123

DATE : Mar-18



TEACHING FILE



TEACHING FILE FOR A LECTURER

1

STUDENT'S ATTENDANCE:

- PRODUCE FROM GOOGLE FORM/UFUTURE/GOOGLE SHEET/SIMS

2

LESSON PLAN

Timestamp	Name	Matrix Number	Date	Time In	Time Out	Course Code	Group
4/15/2020 14:51:17	Muhammad Iqbal Bin Uti	2019322173	4/15/2020	2:00:00 AM	4:00:00 AM	OPM555	BA243A
4/15/2020 14:51:31	NUR ZWANI SHAHRA E	2019702425	4/15/2020	2:10:00 AM	4:10:00 AM	OPM555	BA243A
4/15/2020 14:51:38	NUR NADZIRAH BINTI M	2019362075	4/15/2020	2:00:00 PM	4:00:00 PM	OPM555	BA243A
4/15/2020 14:52:06	Nur Zulakha Adigh Zahri	2019336229	4/15/2020	2:10:00 AM	4:00:00 AM	OPM555	BA243A
4/15/2020 14:52:06	Izati Husna binti Shaalbor	2019461778	4/15/2020	2:00:00 PM	4:00:00 PM	OPM555	BA243A
4/15/2020 14:52:13	Norsuhana Hanafi	2019701981	4/15/2020	2:00:00 PM	4:00:00 PM	OPM555	BA243A
4/15/2020 14:53:31	NUR FASHLIN BINTI MA	2019310451	4/15/2020	2:00:00 PM	4:00:00 PM	OPM555	BA243A
4/15/2020 14:53:43	NURHAZWANI BINTI ISH	2019594327	4/15/2020	2:00:00 PM	4:00:00 PM	OPM555	BA243A
4/15/2020 14:56:05	Nurysyahda Najha binti Z	2019350499	4/15/2020	2:00:00 AM	4:30:00 AM	OPM555	BA243A
4/15/2020 14:56:21	Nur Najehah Binti Ibrahim	2019359125	4/15/2020	2:10:00 AM	4:00:00 AM	OPM555	BA243A
4/15/2020 14:56:27	AIN Nabihah Binti Nor	2019311829	4/15/2020	2:00:00 PM	4:00:00 PM	OPM555	BA243A
4/15/2020 14:57:01	AIN NABIAH BINTI ZUL	2019702163	4/15/2020	2:10:00 PM	4:00:00 PM	OPM555	BA243A
4/15/2020 14:57:39	NUR FARHANA SHAKIRI	2019813846	4/15/2020	2:30:00 PM	4:30:00 PM	OPM555	BA243A
4/15/2020 14:57:40	SITI NUR SYAZA BINTI A	2019451698	4/15/2020	2:10:00 PM	4:00:00 PM	OPM555	BA243A
4/15/2020 14:57:44	Humaira Alharah Binti Mol	2019322223	4/15/2020	2:15:00 AM	4:00:00 AM	OPM555	BA243A
4/15/2020 14:58:10	KU NURUL IZZAH BINTI	2019594303	4/15/2020	2:00:00 PM	4:00:00 PM	OPM555	BA243A
4/15/2020 14:59:36	NURUL AKMARINA BINTI	2019310413	4/15/2020	2:00:00 PM	4:00:00 PM	OPM555	BA243A
4/15/2020 15:05:34	NADHIRAH BINTI AHMAD	2019725441	4/15/2020	2:10:00 PM	4:00:00 PM	OPM555	BA243A
4/15/2020 15:08:34	SITI NURNAJWAH BINTI	2019772993	4/15/2020	2:10:00 PM	4:00:00 PM	OPM555	BA243A
4/15/2020 15:16:50	NUR GISTINA IZZATI BR	2019348433	4/15/2020	2:10:00 PM	4:00:00 AM	OPM555	BA243A
4/15/2020 15:19:39	afifah bt zairudin	2019465578	4/15/2020	2:00:00 PM	4:00:00 PM	OPM555	BA243A
4/15/2020 15:19:57	NUR ALYA BALQIS BINT	2019591441	4/15/2020	2:00:00 PM	4:00:00 PM	OPM555	BA243A
4/15/2020 15:20:25	NUR ANI BINTI AMZAH	2019859152	4/15/2020	2:10:00 PM	4:00:00 PM	OPM555	BA243A
4/15/2020 15:25:05	NURUL HAFIZAH BINTI I	2019338165	4/15/2020	2:00:00 AM	4:00:00 AM	OPM555	BA243A
4/15/2020 15:33:30	Nurfarhanie Binti Kharid	2019359229	4/15/2020	2:10:00 AM	4:00:00 AM	OPM555	BA243A

Semester March-Jul 2020 (Covid19)



SERVICE OPERATIONS MANAGEMENT OPM555

COURSE INFORMATION

Code : OPM555
Course : Service Operations Management
Level : Bachelor of Business Administration Operations Management (Hon
Credit Unit : 3
Part : 3
Contact Hour : 4
Course Status : Core
Prerequisite : None
Lecturer's Name : Norina Ahmad Jamil

Course Description

This course aims to cover all work activities that are not strictly manufacturing, manufacturing in the service sector. This course provides the opportunities to i using manufacturing techniques within service activities that are within contr become more effective.

Course Objectives

At the end of this course, the students will be able to:

- Explain the concepts of service operations in an organization. (C2, PLO1)
- Analyse methods and techniques by using analytical tools specific to serv
- Demonstrate autonomous learning through service elements in an organiz

Course Content (subject to changes)

Week	Topic	Study Plan
LECTURES 1 24 FEB - 17 MARCH		
1 (24 – 28 Feb)	-Class introduction Chp 1: Introduction to service Operations Management (CLO 1)	Lectures
2 (2 – 6 March)	Chp 2: Service strategy (CLO 2 & CLO 3)	Lectures
3 (9 – 13 March)	Chp 3: New Service Development (CLO 1 & CLO 3)	Lectures and topic discussion
4 (16 – 17 March)	Chp 4: Service Encounter (CLO 1 & CLO 2)	Lectures and discussion
MOVEMENT CONTROL ORDER (MCO) 18 MARCH – 14 MARCH		
LECTURES 2 14 APRIL – 22 MAY		
5 (14 – 17 April)	New assessment	Discussion on Individual Assignment via google meet
6 (20 – 24 April)	Chp 5: Layout of service facilities (CLO 1 & CLO 2 & CLO 3)	Lectures and calculation discussion via google meet and learn
7 (27 April – 1 May)	Chp 6: Managing customer expectations and perceptions (CLO 1 & CLO 2 & CLO 3)	Lectures (google meet)
8 (4 – 8 May)	Chp 7: Managing capacity and demand in service (CLO 1 & CLO 2 & CLO 3)	Lectures (google meet), SUBMIT ASSIGNMET 2
9 (11 – 15 May)	Chp 7: Managing capacity and demand in service (CLO 1 & CLO 2 & CLO 3)	Lectures (google meet), calculation Google classroom
10 (4 – 8 May)	Chp 8: Managing Waiting Lines (CLO 1 & CLO 2 & CLO 3)	Lectures (google meet), calculation Google classroom
11 (18 – 22 May)	Chp 8: Managing Waiting Lines (CLO 1 & CLO 2 & CLO 3)	Lectures and class exercise Google classroom
21 MAY 2020	ONLINE TEST 1 (Topic covered: Chapter 1 – 5)	
EID FITRI SPECIAL HOLIDAY 25 MAY – 3 JUN		

COURSE FILE INFORMATION SYSTEM (CFIS)-PANDUAN TAMBAHAN

The screenshot shows the CFIS interface. On the left is a sidebar with a logo and navigation menu. The main area displays course information for OPM555, including a table with details like Code, Name, Final Exam, and Status. Below this is a 'Resource Person' section with a table listing team teaching members. Annotations are as follows:

- 1**: A red box highlights the 'Course File Information' option in the sidebar menu.
- 2**: A red arrow points to the '20204 - SESI 1 2020/2021' dropdown menu in the 'Please choose semester to update' section.
- 3**: A purple arrow points to the '+ ADD' button in the 'Team Teaching' section.

Course Information - Course File Information			
Code	OPM555	Name	SERVICE OPERATIONS MANAGEMENT
Final Exam	Yes	Program	(BA244) Bachelor of Business Administration (Operation Management)
Status	Updates		

Resource Person			
No	Name	Teaching Files	Action
	FAIZATUL AKMAM BINTI AMIRRUDIN	view	
	NORINA AHMAD JAMIL	view	

1

**RP – PILIH TAB
COURSE FILE**


2

**RP – PILIH
SEMESTER TERKINI
(20204)**


3

**RP – ADD TEAM
TEACHING (SEKIRANYA
RP DAN TEAM TEACHING
ADALAH DIRI SENDIRI –
SILA ADD DIRI ANDA.
SEKIRANYA TEAM
TEACHING ADALAH
PENSYARAH LAIN, SILA
ADD RAKAN TEAM
TEACHING MASING-
MASING.**


CFIS USER MANUAL





COURSE FILE
INFORMATION
SYSTEM
(CFIS)

 User Manual >

NAVIGATION









 Main >

 Course Information >

 Auditor Information >

Welcome, Puan NORINA AHMAD JAMIL

Insert new user manual

User Manual	File	Action
↳ User manual for Resource Person and Team Teaching		
↳ User manual for Unit Kualiti FPP (KUK/KSA/CFIS Administrator)		
↳ User manual for KPP		
↳ Manual - OBE Documentation		

ACRONYM



AIMS- ACADEMIC INFORMATION MANAGEMENT SYSTEM

CDL- CLOSING THE LOOP

CQI - CONTINUOUS QUALITY IMPROVEMENT

COPO- COURSE OUTCOME PROGRAMME OUTCOME

FBMIS - FACULTY OF BUSINESS AND MANAGEMENT
INTEGRATED SYSTEM

JSU - JADUAL SPESIFIKASI UJIAN

RP - RESOURCE PERSON

SUFO - STUDENTS' FEEDBACK ONLINE

CHECK LIST COURSE FILE – BY RP

- 1 OBE DOCUMENTS**
- COURSE INFORMATION
 - COPO MATRIX
 - JSU
 - RUBRICS
 - PROJECT RUBRICS
 - ASSIGNMENT RUBRICS
 - SLT

- 2 OBE RESULTS**
- COURSE ASSESSMENT MARKS
 - LE15
 - CDL
 - CQI
 - SUFO RESULT

- 3 TEACHING MATERIALS**
- HAND OUT/CASE STUDY/NOTES/OTHERS (ANY RELEVANT)

- 4 ASSESSMENT**
- ASSIGNMENT – INDIVIDUAL/CASE STUDY/REFLECTIVE PAPER/ GROUP ASSIGNMENT GUIDELINES
 - PROJECT – PROJECT GUIDELINES
 - QUIZ – QUIZ GUIDELINES
 - SAMPLE ASSESSMENT – STUDENT'S WORK FOR INDIVIDUAL, PROJECT/CASE STUDY/REFLECTIVE PAPER AND PRESENTATION WITH RANKING (HIGHEST/MODERATE/LOWEST)

- 5 FINAL EXAM**
- FINAL EXAM QUESTION
 - FINAL EXAM ANSWER SCHEME/MODUL ANSWER

- 6**
- PROGRAM STUDY PLAN**
- AN INDIVIDUAL PROGRAM STRUCTURE APPROVED FORMAT BY FBM HEA.

<https://fbmis.uitm.edu.my/cfis/>

CHECK LIST TEACHING FILE – BY LECTURER

1

OBE DOCUMENTS – AUTO GENERATED BY RP

- **COURSE INFORMATION**
- **COPO MATRIX**
- **JSU**
- **RUBRICS**
- **PROJECT RUBRICS**
- **ASSIGNMENT RUBRICS**
- **SLT**

2

OBE RESULTS – TO FILL UP BY LECTURER (AN INDIVIDUAL GROUP/CLASS)

- **COURSE ASSESSMENT MARKS**
- **LE15**
- **CDL**
- **CQI**
- **SUFO RESULT**

3

TEACHING MATERIALS – AUTO GENERATED BY RP

- **HAND OUT/CASE STUDY/NOTES/OTHERS (ANY RELEVANT)**

4

CLASS ATTENDANCE

- INDIVIDUAL GROUP/CLASS ATTENDANCE FOR THE WHOLE SEMESTER

5

ASSESSMENT - TO FILL UP BY LECTURER (INDIVIDUAL GROUP/CLASS)

- **ASSIGNMENT – INDIVIDUAL/CASE STUDY/REFLECTIVE PAPER/ GROUP ASSIGNMENT GUIDELINES**
- **PROJECT – PROJECT GUIDELINES**
- **QUIZ – QUIZ GUIDELINES**
- **SAMPLE ASSESSMENT – STUDENT’S WORK FOR INDIVIDUAL, PROJECT/CASE STUDY/REFLECTIVE PAPER AND PRESENTATION WITH RANKING (HIGHEST/MODERATE/LOWEST)**

6

FINAL EXAM - TO FILL UP BY LECTURER

- **FINAL EXAM QUESTION**
- **FINAL EXAM ANSWER SCHEME/MODUL ANSWER**

7

LESSON PLAN

- **AN INDIVIDUAL LESSON PLAN FOR THAT PARTICULAR CLASS/GROUP(APPROVED BY RP).**

THANK YOU

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