

Indian Institute of Technology Guwahati
Proposal for a New Course/ Revision of a Course

Course Number & Title: BM 661H & Behavioral Operations	
L-T-P-C: 4-0-0-4	
Type of Letter Grading (Regular Letter Grades / PP or NP Letter Grades): Regular Letter Grades	
Kind of Proposal (New Course / Revision of Existing Course): New Course	
Offered as (Compulsory / Elective): Elective	
Offered to: Masters of Business Administration (MBA)	
Offered in (Odd/ Even / Any): Any	
Offered by (Name of Department/ Center): School of Business	
Pre-Requisite: NIL	
Preamble / Objectives (Optional):	
<p>Course Content/ Syllabus (as a single paragraph if it is not containing more than one subject. Sub-topics/ Sections may be separated by commas(,). Topics may be separated by Semi-Colons(;). Chapters may be separated by Full-Stop(.). While starting with broad heading, it may be indicated with Colon symbol before the topics. For example: Multi-variable Calculus: Limits of functions, Continuity)</p> <p>Introduction to behavioral operations management; Virtuous cycle of experimental learning; Managing and mismanaging process constraints and variability; Role of human behavior in scheduling; Service design and its behavioral implications; Group behavior and insights into simulating real world dynamics; Social integration in supply chain setting; Examining competitive supply chain team dynamics; Cross functional integration in supply chain management.</p>	
Books (In case UG compulsory courses, please give it as "Text books" and "Reference books". Otherwise give it as "References".	
Texts: (Format: Authors, <i>Book Title in Italics font</i> , Volume/Series, Edition Number, Publisher, Year.)	
1.	Bendoly, E., van Wezel, W., & Bachrach, D. G., <i>The handbook of behavioral operations management: Social and psychological dynamics in production and service settings</i> , Oxford University Press, 2015.
2.	Heizer, J., Render, B., Munson, C. and Sachan, A., <i>Operations Management – Sustainability and Supply Chain Management</i> , 12th Edition, Pearson, 2015.