

Operations Management

Module Code:	OIM7023-A
Academic Year:	2018-19
Credit Rating:	10
School:	School of Management
Subject Area:	Operations and Information Management
FHEQ Level:	FHEQ Level 7 (Masters)

Pre-requisites:

Co-requisites:

Contact Hours

Type	Hours
Lectures	12
Tutorials	12
Directed Study	74
Examinations DO NOT USE	2

Availability Periods

Occurrence	Location/Period
PDA	Kozminski University / Full Year (Sept - Aug)
BDA	University of Bradford / Full Year (Sept - Aug)

Module Aims

The module aims to help you to gain an understanding of key areas of operations management. It highlights how operations is at the heart of all enterprises and demonstrates some of the major elements concerned with the production of goods and services and how they are shaped in today's organisations through effective operations management. Unless this core function is carried out effectively there is little hope that the rest of the organisation as a whole can be effective.

Outline Syllabus

The module is predicated on a systemic and structured approach to understanding how businesses operate, what the key levers to sustainable and successful performance are and how they can be applied, controlled and monitored. The specific topics covered are:

Introduction to Operations Management

Service Operations

Designing the Transformation Process

Job Design and Process Analysis

Design and Variety

Capacity Management

Planning and Control

Quality Management

Supply Chain Management

Lean and Sustainable Thinking

Project Management and Risk

Module Learning Outcomes

On successful completion of this module, students will be able to...

- 1
 - i. Explain and contextualise the pivotal role of Operations within a business and how any aspect can impact business performance and sustainability
 - ii. Critically discuss the concepts, structure and strategic roles of the operations functions through the business process cycle within the contemporary organisation
- 2
 - i. Assess and analyse operational and strategic operations problems through the selection and application of appropriate theoretical models/frameworks and against the operations performance objectives
 - ii. Develop skills in the use of techniques associated with decision support and operations decision making
 - iii. Manage operational activities incorporating interplay with other functions
 - iv. Critically evaluate and develop investigative processes and procedures
 - v. Apply above to support the construction and presentation of sustainable problem-solving ideas/propositions.
- 3
 - i. Research and analyse current practice and concepts in operations
 - ii. Develop personal skills to critically evaluate and improve the performance of processes within both the operations field and also the wider organisational environment
 - iii. Synthesise information to draw conclusions and develop effective solutions within the constraints of limited or incomplete data
 - iv. Evaluate current business problems

- v. Adapt and apply the theoretical concepts and tools learned to an operational business environment to promote organisational sustainability

Learning, Teaching and Assessment Strategy

Module delivery is through a combination of lectures, and tutor-supported tutorials where you engage in group work, as well as guided private study. Lectures and tutorials will provide you with the technical knowledge required to develop understanding of the concepts and principles of operations management through the business process cycle. You are provided with a base for wider reading to inform and guide independent study and thereby individual learning (Learning Outcomes 1.i and 1.ii).

Tutorials and group work are designed to afford opportunities to practise skills of analysis and evaluation based on real world examples and thereby consolidate knowledge and understanding (Learning Outcomes 2.i, 2.ii, 2.iii, 2.iv, 3.i, 3.ii, 3.iv and 3.v,). Written cases studies and scenarios are used extensively. Tutorials will further aid reflection, critical evaluation of operations contexts and the critical skills for research, analysis and effective adaption and application of theory to arrive at a conclusion/decision which would aid in providing a sustainable business solution. This forms the basis of the written synopsis you are required to email each week to the tutor in order to demonstrate your learning (Learning Outcomes 1.ii, 2.i, 2.iv, 3.i, 3.iii and 3.iv). Tutors will provide cohort-wide formative feedback in the subsequent session. As the material is designed to follow on from the previous work, building subject-matter expertise week on week, the tutor feedback will strengthen building blocks of learning each week.

Mode of Assessment

Type	Method	Description	Length	Weighting	Final Assess'
Summative	Examination - closed book	2 hour closed book exam	2 hours	100%	Yes

Legacy Code (if applicable)

MAN4514M

Reading List

To view Reading List, please go to [rebus:list](#).