

Liverpool John Moores University

Title: OPERATIONS MANAGEMENT
Status: Definitive
Code: **4000BUSBS** (116957)
Version Start Date: 01-08-2017

Owning School/Faculty: Academic Portfolio
Teaching School/Faculty: Academic Portfolio

| Team | Leader |
|----------------------|--------|
| Foteini Stavropoulou | Y |
| Alistair Beere | |

Academic Level: FHEQ4 **Credit Value:** 24 **Total Delivered Hours:** 78
Total Learning Hours: 240 **Private Study:** 162

Delivery Options

Course typically offered: Standard Year Long

| Component | Contact Hours |
|-----------|---------------|
| Lecture | 26 |
| Tutorial | 52 |

Grading Basis: 40 %

Assessment Details

| Category | Short Description | Description | Weighting (%) | Exam Duration |
|--------------|-------------------|---|---------------|---------------|
| Report | Report | Individual 3,000 word case study coursework assignment. | 50 | |
| Presentation | Group | Business Game Simulation | 40 | |
| Reflection | Reflection | Self-Reflection based on the Game | 10 | |

Aims

1. To introduce students to all aspects of operations management theory and practice in both services and manufacturing;
2. To give students the skills to solve real world operations-related problems.

Learning Outcomes

After completing the module the student should be able to:

- 1 Select and apply operations management theories, models and tools to case study scenarios;
- 2 Select and apply suitable tools and techniques to solve operations-related problems.
- 3 Develop an Operations Strategy
- 4 To demonstrate the understanding and application of the subject area and explain why they have taken certain actions.

Learning Outcomes of Assessments

The assessment item list is assessed via the learning outcomes listed:

| | | |
|--------------------|---|---|
| Report | 1 | |
| Group Presentation | 3 | 2 |
| Self-Reflection | 4 | |

Outline Syllabus

1. *Basic operations management principles – systems and processes;*
2. *Developing an operations strategy;*
3. *Operations performance;*
4. *Service process design;*
5. *Manufacturing process design;*
6. *Choosing a location;*
7. *Choosing a layout;*
8. *Product and Service design;*
9. *Introduction to Quality management;*
10. *The 7 tools of quality control and improvement;*
11. *An introduction to Lean Principles;*
12. *An introduction to Six Sigma process improvement;*
13. *Variation and Statistical Process Control (SPC);*
14. *Operations scheduling;*
15. *Capacity management;*
16. *An Introduction to Inventory Management;*
17. *An introduction to supply chain management.*

Learning Activities

Each session will involve a lecture followed by a tutorial where students will gain practice in the application of various operations management theories, models, tools and techniques.

Learning activities include video, games, experiments and case studies.

Notes

Operations management is about how organizations produce the everyday goods and services we all take for granted. It is a broad subject that encompasses process and technology management and design, product design, production planning and control, quality management, project management, supply chain management and inventory management. This module is designed to introduce you to the theory and practice of these areas many of which you can choose to study in more depth in levels 2 and 3 of your degree programme.