

Liverpool John Moores University

Title: OPERATIONS MANAGEMENT
Status: Definitive but changes made
Code: **4500SERBS** (118186)
Version Start Date: 01-08-2017

Owning School/Faculty: Academic Portfolio
Teaching School/Faculty: South Eastern Regional College

Team	Leader
Foteini Stavropoulou	Y
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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	Pres.	Individual 3,000 word case study coursework assignment.	40	
Reflection	Reflection		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 Self-Reflection

Learning Outcomes of Assessments

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

Report	1	
Presentation	2	3
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.