

Liverpool John Moores University

Title: OPERATIONS MANAGEMENT
Status: Definitive
Code: **4504HEPBS** (118849)
Version Start Date: 01-08-2011

Owning School/Faculty: Liverpool Business School
Teaching School/Faculty: HELP College

Team	Leader
Alex Douglas	Y

Academic Level: FHEQ4 **Credit Value:** 24.00 **Total Delivered Hours:** 78.00
Total Learning Hours: 240 **Private Study:** 162

Delivery Options

Course typically offered: Standard Year Long

Component	Contact Hours
Lecture	26.000
Tutorial	52.000

Grading Basis: 40 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Essay	Essay	Individual 3,000 word case study coursework assignment.	50.0	
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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:

- LO 1 Select and apply operations management theories, models and tools to case study scenarios;
- LO 2 Select and apply suitable tools and techniques to solve operations-related problems.
- LO 3 Develop an Operations Strategy

Learning Outcomes of Assessments

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

Essay	LO	LO
	1	2
Essay	LO	
	3	

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.

References

Course Material	Book
Author	Hill, T
Publishing Year	2011
Title	Essentials of Operations Management
Subtitle	
Edition	
Publisher	Oxford University Press
ISBN	

Course Material	Book
Author	Greasley, A
Publishing Year	2009
Title	Operations Management
Subtitle	
Edition	
Publisher	John Wiley and Sons, Chichester
ISBN	

Course Material	Book
Author	Heizer, J and Render, B
Publishing Year	2009
Title	Operations Management
Subtitle	
Edition	9th edition
Publisher	Pearson Education
ISBN	

Course Material	Book
Author	Jacobs, R, Chase, R B and Aquilano, N J
Publishing Year	2009
Title	Operations and Supply Management
Subtitle	
Edition	12th edition
Publisher	McGraw-Hill Education, Maidenhead
ISBN	

Course Material	Book
Author	Slack, N, Chambers, S and Johnston, R
Publishing Year	2009
Title	Operations Management
Subtitle	
Edition	6th edition
Publisher	Prentice Hall / Financial Times
ISBN	

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.