

Liverpool John Moores University

Title: BUSINESS PROCESS MANAGEMENT
Status: Definitive
Code: **4700SERCBS** (123050)
Version Start Date: 01-08-2021

Owning School/Faculty: Business and Management
Teaching School/Faculty: Business and Management

Team	Leader
Adrian McGrath	

Academic Level: FHEQ4
Credit Value: 20
Total Delivered Hours: 44
Total Learning Hours: 200
Private Study: 156

Delivery Options

Course typically offered: Semester 1

Component	Contact Hours
Lecture	22
Seminar	22

Grading Basis: 40 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Report	RPT	Individual 2500 word case study	60	
Presentation	PRES	Business game simulation	40	

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 Analyse and apply the subject area and clarify why they have taken certain actions.

Learning Outcomes of Assessments

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

REPORT	1		
PRESENTATION	2	3	4

Outline Syllabus

- 1. An Introduction to Operations Management;*
- 2. Developing an operations strategy;*
- 3. Winning Customers and Competing Effectively;*
- 4. Operation Process and Life Cycle;*
- 5. Locating, Designing and managing facilities;*
- 6. Managing Supply Chain relationships;*
- 7. Managing Materials and Inventory performance;*
- 8. Managing Capacity and Demand;*
- 9. Managing Quality;*
- 10. Managing Queuing and customer satisfaction;*
- 11. Developing new products and services;*
- 12. Internationalisation, Globalisation and Corporate Social Responsibility*

Learning Activities

Each session will involve a lecture followed by a seminar 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 5 and 6 of your degree programme.