

**Summary Information**

<b>Module Code</b>	4704SERCBM
<b>Formal Module Title</b>	Operations and Technology Management
<b>Owning School</b>	Business and Management
<b>Career</b>	Undergraduate
<b>Credits</b>	20
<b>Academic level</b>	FHEQ Level 4
<b>Grading Schema</b>	40

**Module Contacts**

**Module Leader**

Contact Name	Applies to all offerings	Offerings
Foteini Stavropoulou	Yes	N/A

**Module Team Member**

Contact Name	Applies to all offerings	Offerings
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**Partner Module Team**

Contact Name	Applies to all offerings	Offerings
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**Teaching Responsibility**

<b>LJMU Schools involved in Delivery</b>
LJMU Partner Taught

## Partner Teaching Institution

Institution Name
South Eastern Regional College

## Learning Methods

Learning Method Type	Hours
Lecture	22
Seminar	22

## Module Offering(s)

Offering Code	Location	Start Month	Duration
JAN-PAR	PAR	January	12 Weeks

## Aims and Outcomes

<b>Aims</b>	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.
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## Learning Outcomes

After completing the module the student should be able to:

Code	Description
MLO1	Identify and explain operations management theories, models and tools within a case study context.
MLO2	Identify and explain suitable tools and techniques to solve operations-related problems.
MLO3	Identify appropriate operational strategies and explain these within the context of operational decision making.

## Module Content

Outline Syllabus
1. Introduction to Operations Management 2. Developing an operations strategy3. Operation Process and Life Cycle4. Locating, designing and managing facilities5. Managing Supply Chain relationships6. Managing Materials and Inventory performance7. Managing Capacity and Demand8. Managing Quality9. Managing Queuing and customer satisfaction10. Developing new products and services

## Module Overview

### Additional Information

This module will introduce the students to how organisations produce goods and/or services. It is a broad subject that encompasses process and technology management and design, product design, production planning and control, quality management, supply chain management and inventory management. This module is designed to introduce the students to the theory and practice of these areas which can be studied in more depth in Levels 5 & 6 of the degree programme.

## Assessments

Assignment Category	Assessment Name	Weight	Exam/Test Length (hours)	Learning Outcome Mapping
Report	Individual Report	60	0	MLO1
Presentation	Group Presentation	40	0	MLO3, MLO2