

## Liverpool John Moores University

Title: QUALITY AND OPERATIONS MANAGEMENT  
Status: Definitive  
Code: **5014KAPBM** (118060)  
Version Start Date: 01-08-2012

Owning School/Faculty: Liverpool Business School  
Teaching School/Faculty: Kaplan Financial London

Team	Leader
Jacqueline Douglas	Y

**Academic Level:** FHEQ5  
**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	39.000
Tutorial	39.000

**Grading Basis:** 40 %

### Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Essay	Essay	No set word limit.	50.0	
Essay	Essay	2,500 words.	50.0	

### Aims

1. To provide students with a good grounding in the principles of Operations and Quality Management processes;
2. To assess the impact of quality on all types of business activity;
3. To evaluate applications of quality control and assurance and Total Quality Management;
4. To develop skills and strategies that will allow the solving of real-world operations related problems.

## Learning Outcomes

After completing the module the student should be able to:

- LO 1 Select and apply operations management and quality management theories, models and tools to case study scenarios;
- LO 2 Investigate operations management issues independently and apply tools and techniques to measure process performance and solve problems in both manufacturing and service organizations;
- LO 3 Analyse the economic implications of quality management;
- LO 4 Review the function of quality standards and models;
- LO 5 Generate ideas on the role of customer satisfaction and loyalty in achieving excellence.

## Learning Outcomes of Assessments

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

Essay	LO	LO	LO	LO	LO
	1	2	3	4	5

Essay	LO	LO
	1	2

## Outline Syllabus

*Lectures are theme-based covering the following:*

- *Basic Operations Management principles;*
- *Quality history and definition;*
- *Problem solving and the Japanese tools of quality control;*
- *The Economics of Quality;*
- *Statistical process control and six sigma;*
- *Service quality management and measurement;*
- *Quality Standards;*
- *TQM;*
- *Service quality, customer satisfaction and loyalty.*

## Learning Activities

Lectures, tutorials, video, game and exercises.

## References

<b>Course Material</b>	Book
<b>Author</b>	Hill, T
<b>Publishing Year</b>	2011

<b>Title</b>	Essentials of Operations Management
<b>Subtitle</b>	
<b>Edition</b>	
<b>Publisher</b>	Oxford University Press
<b>ISBN</b>	

<b>Course Material</b>	Book
<b>Author</b>	Sower, V E
<b>Publishing Year</b>	2011
<b>Title</b>	Essentials of Quality
<b>Subtitle</b>	
<b>Edition</b>	
<b>Publisher</b>	Wiley
<b>ISBN</b>	

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

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

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

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## Notes

This module examines and evaluates quality management and operations management in the organizational context. It examines both hard and soft methods

in manufacturing and service contexts. It analyses the financial and strategic impacts of quality management. Formative feedback for this module will be provided during tutorial sessions.