

Liverpool John Moores University

Title: QUALITY AND OPERATIONS MANAGEMENT
Status: Definitive
Code: **5014SERBM** (117932)
Version Start Date: 01-08-2012

Owning School/Faculty: Liverpool Business School
Teaching School/Faculty: South Eastern Regional College

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

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	Sower, V E
Publishing Year	2011
Title	Essentials of Quality
Subtitle	
Edition	
Publisher	Wiley
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	

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.