

Module Information

2022.01, Approved

Summary Information

Module Code	5054YPCBM
Formal Module Title	Quality and Operations Management
Owning School	Business and Management
Career	Undergraduate
Credits	20
Academic level	FHEQ Level 5
Grading Schema	40

Teaching Responsibility

LJMU Schools involved in Delivery
LJMU Partner Taught

Partner Teaching Institution

Institution Name
YPC International College (Kolej Antarabangsa YPC)

Learning Methods

Learning Method Type	Hours
Lecture	11
Seminar	11
Workshop	22

Module Offering(s)

Display Name	Location	Start Month	Duration Number Duration Unit
SEP-PAR	PAR	September	12 Weeks

Aims and Outcomes

Aims	The module aims to provide students with a good grounding in the principles of Operations and Quality Management processes; To assess the impact of quality on all types of business activity; and to develop skills and strategies that will allow the solving of real-world operations related problems.
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After completing the module the student should be able to:

Learning Outcomes

Code	Number	Description
MLO1	1	Select and apply operations management and quality management theories, models and tools to case study scenarios.
MLO2	2	Investigate operations management issues independently and apply tools and techniques to measure process performance and solve problems in both manufacturing and service organisations.
MLO3	3	Analyse the economic implications of quality management.
MLO4	4	Review the function of quality standards and models.

Module Content

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.
Module Overview	
Additional Information	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 the workshops and seminars

Assessments

Assignment Category	Assessment Name	Weight	Exam/Test Length (hours)	Module Learning Outcome Mapping
Report	Report	50	0	MLO1, MLO2, MLO3, MLO4
Exam	In Class Test	50	1	MLO1, MLO2, MLO3, MLO4

Module Contacts

Module Leader

Contact Name	Applies to all offerings	Offerings
Jackie Douglas	Yes	N/A

Partner Module Team

Contact Name	Applies to all offerings	Offerings
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