

Liverpool John Moores University

Warning: An incomplete or missing proforma may have resulted from system verification processing

Title: Quality and Operations Management
Status: Definitive
Code: **5054YPCBM** (122971)
Version Start Date: 01-08-2021

Owning School/Faculty: Business and Management
Teaching School/Faculty: YPC International College (Kolej Antarabangsa YPC)

Team	Leader
Jacqueline Douglas	Y

Academic Level: FHEQ5 **Credit Value:** 20 **Total Delivered Hours:** 45
Total Learning Hours: 200 **Private Study:** 155

Delivery Options

Course typically offered: Semester 1

Component	Contact Hours
Lecture	11
Seminar	11
Workshop	22

Grading Basis: 40 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Report	Report	2500 word Report	50	
Exam	Test	In Class Test	50	1

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.

Learning Outcomes

After completing the module the student should be able to:

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

Learning Outcomes of Assessments

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

Report	1	2	3	4
In Class Test	1	2	3	4

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, workshops and seminars.

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 the workshops and seminars