

Liverpool John Moores University

Title: MANAGING PROCESS AND OPERATIONS
Status: Definitive
Code: **7018BUSME** (116657)
Version Start Date: 01-08-2021

Owning School/Faculty: Leadership and Organisational Development
Teaching School/Faculty: Leadership and Organisational Development

Team	Leader
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Academic Level: FHEQ7
Credit Value: 15
Total Delivered Hours: 39
Total Learning Hours: 150
Private Study: 111

Delivery Options

Course typically offered: Runs Twice - S1 & S2

Component	Contact Hours
Workshop	39

Grading Basis: 40 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Essay	AS1	Comprises an individual coursework of no more than 1,250 words that develops an individual case study in operations management.	25	
Essay	AS2	Comprises an individual coursework of no more than 3,250 words that requires the application of conceptual frameworks to the individual case study.	75	

Aims

To investigate the strategic, tactical and operational contexts of the management

processes and operations, and to evaluate operations management techniques and models to address optimisation and improvement.

Learning Outcomes

After completing the module the student should be able to:

- 1 Differentiate operations management functional responsibilities from other functional responsibilities.
- 2 Assess and justify the importance of operations strategies and differentiate these from other functional strategies.
- 3 Critically evaluate operating plans and identify areas for improvement.
- 4 Select, apply and critically evaluate established models and literature to address an optimisation and improvement challenge, including describing the beneficial impact on organisational success.
- 5 Identify and measure risks and evaluate possible risk treatment initiatives.

Learning Outcomes of Assessments

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

Essay 1	1	2		
Essay 2	3	4	5	

Outline Syllabus

- *The scope of operations within the organisation; the service product bundle; strategic and environmental contexts and the impact of technology.*
- *Queuing theory and systems, along with facility layout principles.*
- *The notions of planning and control in a systems framework.*
- *Capacity planning, location strategy, supply chain management.*
- *Measuring service and manufacturing operations performance.*
- *Long and short term planning and scheduling, along with stock management, kanban, and JIT.*
- *Quality; TQM and its limitations.*
- *Risk, resilience and robustness.*

Learning Activities

Workshops, to include: tutor mini lecture, discussion of current and developing practice and theories, case study analysis, facilitated group discussion, group problem solution, application of theory to practice, the giving and receiving of feedback, reflection on learning experiences.

Notes

The module enables students to: understand their organisations from the operations and process management perspective; recognise key strategic and operational issues and problems; and develop competence in applying and interpreting operations management techniques in practical situations.

Question and answer sessions and informal discussions will be used to engage students, whilst their progress will be reviewed on a regular basis.

The assessment of learning is by student developed case study and will contain formative and summative elements, submitted and assessed as the module develops.