

Liverpool John Moores University

Title: Service Operations Management
Status: Definitive
Code: **7067BUSME** (120468)
Version Start Date: 01-08-2017

Owning School/Faculty: Corporate Development Portfolio
Teaching School/Faculty: Corporate Development Portfolio

Team	Leader
Alastair Balchin	Y

Academic Level: FHEQ7
Credit Value: 10
Total Delivered Hours: 24
Total Learning Hours: 100
Private Study: 76

Delivery Options

Course typically offered: Runs Twice - S1 & S2

Component	Contact Hours
Seminar	24

Grading Basis: 50 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Report	Assignment	2,500 words	100	

Aims

To investigate the strategic, tactical and operational contexts of the management of service processes and operations, and to evaluate operations management techniques and models to address optimisation and improvement of service operations

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 service operations strategies and differentiate these from other functional strategies
- 3 Critically evaluate service operations plans processes and identify improvements.
- 4 Select, apply and critically evaluate established models and literature to address a service optimisation and improvement challenge, including describing the beneficial impact on organisational success

Learning Outcomes of Assessments

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

Critical Review	1	2	3	4
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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 service layout principles.*
- *The notions of planning and control in a systems framework.*
- *Capacity planning, location strategy, supply chain for services.*
- *Measuring service operations performance.*
- *Long and short term planning and scheduling services.*
- *Service quality investigation and development .*

Learning Activities

Seminars, to include: 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.

Notes

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

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