

Liverpool John Moores University

Title: IMPROVING SERVICE OPERATIONS
Status: Definitive
Code: **7503ANGAG** (100359)
Version Start Date: 01-08-2011

Owning School/Faculty: Liverpool Business School
Teaching School/Faculty: Liverpool Business School

Team	Leader
Alastair Balchin	Y

Academic Level: FHEQ7
Credit Value: 15.00
Total Delivered Hours: 32.00
Total Learning Hours: 150
Private Study: 118

Delivery Options

Course typically offered: Standard Year Long

Component	Contact Hours
Online	32.000

Grading Basis: 40 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Report	AS1	Coursework. Assignment on application of course themes in the workplace.(Approximate word length 5,000).	100.0	

Aims

To equip managers with the knowledge and skills to identify, select and apply appropriate services operations management, quality management and project management concepts, methods and techniques. To appraise and improve service operation in a local government environment, with an emphasis on Best Value.

Learning Outcomes

After completing the module the student should be able to:

- 1 Understand the nature and characteristics of service operations in the context of local government.
- 2 Analyse service operation using systems concepts.
- 3 Discuss operational management issues appropriate to services.
- 4 Analyse how organisation-wide project management is used to manage programmes of work and develop project cultures.
- 5 Identify areas for the application of project management concepts and apply appropriate project management methods and tools.
- 6 Identify areas for the application of quality management concepts and apply appropriate quality management methods and tools.
- 7 Use aspects of the underpinning knowledge provided in the module to explain, and if appropriate, resolve a practical problem or issue relating to the operation of a local government service.

Learning Outcomes of Assessments

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

Report	1	2	3	4	5	6	7
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Outline Syllabus

The nature and characteristics of service operations.
Systems and process improvement.
Quality management methods and techniques.
Complaints handling and service recovery strategies.
Process improvement techniques.
IOS9001, IIP, Charter Mark, EFQM Excellence model.
Problem solving tools and techniques.
Project management concepts, methods and techniques.
The development of project cultures.

Learning Activities

Lecture/workshop format.

References

Course Material	Book
Author	Fitzsimmons, J A and Fitzsimmons, M J
Publishing Year	2004
Title	Service Management
Subtitle	Operations, Strategy and Information Technology
Edition	4th edition

Publisher	McGraw-Hill, New York
ISBN	

Course Material	Book
Author	Dale, B G
Publishing Year	2003
Title	Managing Quality
Subtitle	
Edition	2nd edition
Publisher	London Prentice Hall
ISBN	

Course Material	Book
Author	Maylor, H
Publishing Year	2003
Title	Project Management
Subtitle	
Edition	3rd edition
Publisher	London Pitman
ISBN	

Course Material	Book
Author	(Journal) International Journal of Productions and Operations Management
Publishing Year	0
Title	
Subtitle	
Edition	
Publisher	
ISBN	

Course Material	Book
Author	(Journal) Service Industries Journal
Publishing Year	0
Title	
Subtitle	
Edition	
Publisher	
ISBN	

Course Material	Book
Author	(Journal) International Journal of Quality and Reliability Managment
Publishing Year	0
Title	
Subtitle	
Edition	

Publisher	
ISBN	

Course Material	Book
Author	(Journal) Managing Service Quality
Publishing Year	0
Title	
Subtitle	
Edition	
Publisher	
ISBN	

Course Material	Book
Author	(Journal) TQM Magazine
Publishing Year	0
Title	
Subtitle	
Edition	
Publisher	
ISBN	

Course Material	Book
Author	(Journal) Total Quality Management Quality Progress
Publishing Year	0
Title	
Subtitle	
Edition	
Publisher	
ISBN	

Course Material	Book
Author	(Journal) International Journal of Project Management
Publishing Year	0
Title	
Subtitle	
Edition	
Publisher	
ISBN	

Notes

An interactive approach to improving service operations in local government; developing a range of techniques and systems for managing the service delivery at Anglesey County Council.

Only available as part of the MA in Change Management Anglesey.

