

Liverpool John Moores University

Title: MANAGING OPERATIONS
Status: Definitive
Code: **7505ME** (103647)
Version Start Date: 01-08-2011

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

Team	Leader
Graham Padgett	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: Runs Twice - S1 & S2

Component	Contact Hours
Lecture	20.000
Tutorial	10.000

Grading Basis: 40 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Essay	AS1	Coursework	40.0	
Exam	AS2	Coursework	60.0	2.00

Aims

Operations are the heart of the manufacturing or the service firm and are concerned with the production and delivery of goods and services to customers, whether internal or external. It is a function which exists in almost all organisations and one that typically accounts for the majority of assets and employment. Operations Managers are those who manage the function, planning and creation of the product or service and manage the requisite processes to do so. This module aims to give managers and particularly those managing the operations functions the skills and knowledge to undertake these functions confidently.

Module Objectives

The objectives of this module is to underscore key elements in the operations management environment and its synergy with strategic elements of the business firm.

Learning Outcomes

After completing the module the student should be able to:

- 1 Critically appraise contemporary theories and concepts in relation to production and services processes.
- 2 Develop an operations strategy and be able to design a production or service delivery system and understand the primary considerations in such design.
- 3 Critically appraise principles of planning and controlling operations to achieve the desired outcomes.
- 4 Critically evaluate the theories behind operations improvement including Continuous Process Improvement and Total Quality Management.
- 5 Have an ability to manage conflicts and trade offs in operational requirements and manage future uncertainties.

Learning Outcomes of Assessments

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

ESSAY	1	2	3		
EXAM	1	2	3	4	5

Outline Syllabus

*Design in Operations and Operations Strategy:
Introduction to Operations management, Strategic Role and Objectives of Operations,
Process & Network Design,
Supply Network Design.*

*Planning and Control in Operations:
The Nature of Planning & Control,
Capacity Planning & Control,
Inventory Planning & Control,
Enterprise Resource Planning,
Lean Operations & JIT.*

*Performance Improvements in Operations:
Operations Improvement,
Quality Management & Total Quality Management.*

Learning Activities

Lectures and tutorials.

References

Course Material	Book
Author	Slack, Chambers and Johnston
Publishing Year	2007
Title	Operations Management
Subtitle	
Edition	
Publisher	5th edition, FT Prentice Hall
ISBN	

Course Material	Book
Author	The International Journal of Quality and Reliability Management (journal)
Publishing Year	0
Title	
Subtitle	
Edition	
Publisher	
ISBN	

Course Material	Book
Author	The International Journal of Service Industry Management (journal)
Publishing Year	0
Title	
Subtitle	
Edition	
Publisher	
ISBN	

Course Material	Book
Author	http://www.freequality.org/
Publishing Year	0
Title	
Subtitle	
Edition	
Publisher	
ISBN	

Course Material	Book
Author	http://deming.eng.clemson.edu/pub/tutorials/qctools/flowm.

	htm#Overview
Publishing Year	0
Title	
Subtitle	
Edition	
Publisher	
ISBN	

Notes

ESSAY AND EXAM