

Liverpool John Moores University

Title: MANAGING OPERATIONS
Status: Definitive
Code: **7523OSTME** (112914)
Version Start Date: 01-08-2011

Owning School/Faculty: Liverpool Business School
Teaching School/Faculty: Technical University of Ostrava

Team	Leader
Alastair Balchin	Y

Academic Level: FHEQ7
Credit Value: 15.00
Total Delivered Hours: 36.00
Total Learning Hours: 150
Private Study: 114

Delivery Options

Course typically offered: Standard Year Long

Component	Contact Hours
Online	36.000

Grading Basis: 40 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Essay	AS1	Coursework 1 - 25%	25.0	
Essay	AS2	Coursework 2 - 75%	75.0	

Aims

*To investigate the context and processes of management operations.
To show how operations management is central to the achievement or organisational aims.
To develop skills in the use of operational management techniques.*

Learning Outcomes

After completing the module the student should be able to:

- 1 Evaluate problems in operations and identify approaches to overcoming them.
- 2 Critically evaluate operating plans and identify areas for improvement.
- 3 Justify, implement and evaluate changes to operations in line with modern approaches.
- 4 Explain outline plans for investment in new capacity, including location and layout.
- 5 Evaluate operation processes so that customer requirements including quality, delivery and reliability are achieved.
- 6 Differentiate and devise suitable control systems.

Learning Outcomes of Assessments

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

essay	1	2	3	4		
essay	1	2	3	4	5	6

Outline Syllabus

The scope of operations within the organisation. Goods and services. The strategic and environmental contexts and the impact of technology.
Queuing theory and systems, and facility layout principles.
The notions of planning and control in a systems framework.
Capacity management, including concepts of environmental capacity.
Long and short term planning and scheduling; stock management; kanban; JIT and OPT.
Quality; TQM and its limitations; QA procedures including sampling, control charts, SERVQUAL.
Control of processes and inventories. Logistics and supply chain management.

Learning Activities

Combination of workshops, mini lectures and seminars.

References

Course Material	Book
Author	Goldratt, E M andCox, J
Publishing Year	1999
Title	Cíl. Proces trvalého zlepšování
Subtitle	
Edition	
Publisher	Vydala InterQuality. S.r.o. Praha
ISBN	80-902770-1-2

Course Material	Book
Author	Hope, Ch, and Muhlemann, A
Publishing Year	1997
Title	Service Operations Management
Subtitle	
Edition	
Publisher	Prentice Hall, London
ISBN	0-13-149915-7

Course Material	Book
Author	Horáková, H and Kubát, J
Publishing Year	1996
Title	Řízení zásob. 3. přepracované vydání
Subtitle	
Edition	
Publisher	Profess, Praha
ISBN	80-835-55-2

Course Material	Book
Author	Meredith, J R and Shafer, S M
Publishing Year	2005
Title	WIE Operations Management for MBAs
Subtitle	
Edition	3rd
Publisher	Wiley
ISBN	1-66137-60-47

Course Material	Book
Author	Nenadál, J a kol
Publishing Year	2002
Title	Moderní systémy řízení jakosti. 2. doplněné vydání
Subtitle	
Edition	
Publisher	Praha: Management Press
ISBN	80-7261-071-6

Notes

The module enables students to: understand the organisation from the operations perspective; recognise key 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, their progress will be reviewed on a regular basis.

The 25% piece of coursework will be returned to the student with feedback prior to the 75% assignment.