

Module	Operations Management
Course code	BABSH-OM
Credits	5
Important notes	Available to students who have completed some Basic Management Module or Similar Tuition.
Allocation of marks	40% Continuous Assessment 60% Final Examination

Intended Module Learning Outcomes

On successful completion of this module, the learner will be able to:

1. Explain the role of operations management and discuss the key challenges posed in operations management.
2. Summarise the role of managing quality in an organisation
3. Evaluate a number of frameworks in the design and delivery of products and services.
4. Discuss performance related issues and how they can be measured in an operations environment.
5. Discuss the strategic issues faced by business operations.
6. Assess the operational issues between a customer and supplier within the supply chain and competing supply chains.

Module Objectives

This module examines in detail the subject of operations management. This module introduces learners to some of the basic concepts in operations management. The module deals with problems in the areas of design, layout, flow, demand, supply, quality and performance issues. The research based assignments requires learners to study operational issues by observing and talking to managers to rectify these issues. This provides learners with an opportunity to refine their soft skills, improve verbal and written communication and put into practice both primary and secondary research skills.

The key aims of this module are to:

- Provide learners with an introduction to key principles, strategies, models and approaches used by organisations in the management of their operations.
- Enable learners to recognise the role of technology & strategy in operations management
- Encourage learners to reflect on the appropriateness and effectiveness of managing operations within their working environments

Module Curriculum

Part I. Introduction to Operations Management

- Operations and Productivity
- Operations Strategy in a Global Environment
- Forecasting

Part II. Designing Operations

- Design of Goods and Services
- Managing Quality
- Capacity and Constraint Management
- Location Strategies
- Layout Strategies

Part III. Managing Operations

- Supply-Chain Management
- Inventory Management
- Material Requirements Planning (MRP) and ERP
- Just-in-Time, TPS, and Lean Operations