**Module Title**: Operations Management

**School**: Management and Languages

**On or Off-Campus**: On

**Module Co-ordinator**: Dr Nigel Shaw

**SCQF Level**: 8

**Module Code**: C18OM

**Semester**: 2

**Credits**: 15

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1. **Pre-requisites**: None

2. **Linked Modules** (specify if synoptic): None

3. **Excluded Modules**: None

4. **Replacement Module**
   - **Code**: __________
   - **Date Of Replacement**: __________
   - **Availability as an Elective**: Yes [x] No [ ]

5. **Degrees for which this is a core module**: BA Management C121-MAN; MA Management C12M-MAN; MA Management with Marketing C13M-MWM; MA Management with Human Resource Management C14M-MHR; MA Management with Operations Management C15M-MOM; MA Management with Business Law C16M-MBL; MA Management with Enterprise C1M1-MWE; BA International Management C171-INM

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6. **Aims**

   - To acquire knowledge about managing operations & resources in organisations of various sizes; private, public & not-for–profit.
   - To explore basic strategic & managerial perspectives & frameworks of operating systems.
   - To develop an understanding of the many internal & external factors that impact on the development of effective operating systems.
   - To recognise & appreciate the role of technology & its impact on operations management.
   - To appreciate the impact decisions made by operations managers have on an organisation’s competitive performance.
   - To evaluate the role of the Operations Manager.
   - To explore the international dimension of Operations Management.

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7. **Syllabus**

   - The Basics of Operations Management
   - Evolution of Operations Management
   - Operations and the External Environment
   - Systems Approach to Operations
   - Performance Objectives
   - Operations Strategy
   - Product/Service Design & Development
   - Facilities Location
   - Forecasting Demand & Planning Capacity
   - Process Design and Process Technology
   - Facilities Layout & Flow
## Learning Outcomes (HWU Core Skills: Employability and Professional Career Readiness)

### Subject Mastery

**Understanding, Knowledge and Cognitive Skills**  
Scholarship, Enquiry and Research (Research-Informed Learning)

The learner will be able to:
- Describe & explain the operations management concepts and techniques which can be used to support management decision making.
- Understand and use new developments in operations management thinking.
- Explain the subjective, ever-changing and uncertain nature of the environment within which operations managers operate.
- Solve real operational problems by the application of theoretical and analytical operational models.
- Develop the ability to research a particular dimension of operations management.

### Personal Abilities

**Industrial, Commercial & Professional Practice**  
Autonomy, Accountability & Working with Others  
Communication, Numeracy & ICT

The learner will be able to:
- Develop analytical & evaluation skills.
- Work independently & as part of a group.
- Communicate & present ideas effectively by written and verbal means.
- Develop time and project management skills.
- Demonstrate an interest & awareness of current developments in operations management.

## Assessment Methods

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<tr>
<th>Method</th>
<th>Duration of Exam (if applicable)</th>
<th>Weighting (%)</th>
<th>Synoptic modules?</th>
<th>Method</th>
<th>Duration of Exam (if applicable)</th>
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<td>Re-sit Exam</td>
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<tr>
<td>Group Assignment &amp; Tutorial</td>
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<td>Participation</td>
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## Re-assessment Methods

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## Date and Version

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<th>Date of Implementation</th>
<th>Version Number</th>
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