

## ***OPERATIONS MANAGEMENT***

Theme: Business Environment  
Assessment Weighting: 40% Coursework  
60% Examination

### **INTRODUCTION**

This module is designed to provide students with an understanding of the role and challenges faced in operations management. It builds upon the student's understanding of the business environment and management skills developed in Stage 1. This module focuses on the tools, frameworks and techniques required for operational analysis and improvement whilst setting operations management in the wider business context. The module applies to profit and non profit organizations in both service and manufacturing organizations.

### **AIMS**

The aims of this module are to:

- Provide students with a deep understanding and knowledge of the nature and practice of operations management in manufacturing and service operations.
- Familiarize students with the challenges facing operations managers.
- Provide students with an understanding of the language, concepts, insights and tools associated with operations management.

### **LEARNING OUTCOMES**

On successful completion of the module, students should be able to:

- Recognise the role of Operations Management and discuss the key challenges posed in Operations Management.
- Demonstrate an understanding of customer and supplier relationships.
- Interpret the nature of service processes and the pressures on service providers.
- Appraise the role of planning, control and improvement in Operations Management.
- Discuss the purpose of performance measurement and how it can be undertaken.
- Illustrate and give examples of some strategic challenges facing operations managers in today's business environment.

### **SYLLABUS**

Introduction to Operations Management

- What is Operations Management
- The Challenges facing Operations Management
- Key roles of the operations manager
- Service concept

## Customer and Supplier relationships

- Customers and relationships
- Customer expectations and satisfaction
- Managing supplier relationships

## Service Delivery

- Service processes
- Service people
- Resource utilization

## Planning Control and Improvement

- Inventory planning and control
- Operations improvement
- Failure prevention and recovery
- Total quality management

## Performance management

- Performance Measurement
- Linking operations to business performance
- Driving operational improvement

## The Operations Challenge

- Globalisation
- Corporate Social Responsibility
- Environmental responsibility
- Technology