1. **Title of the module**

BUSN7400 (CB740) The Management of Operations

1. **School or partner institution which will be responsible for management of the module**

Kent Business School

1. **The level of the module (Level 4, Level 5, Level 6 or Level 7)**

Level 6

1. **The number of credits and the ECTS value which the module represents**

15 credits (7.5 ECTS)

1. **Which term(s) the module is to be taught in (or other teaching pattern)**

Spring

1. **Prerequisite and co-requisite modules**

BUSN3670 Introduction to Data Analysis and Statistics for Business

1. **The programmes of study to which the module contributes**

BA (Hons) Business & Management and associated programmes

BA (Hons) Accounting & Management and associated programmes

BSc (Hons) Business Information Technology and associated programmes

1. **The intended subject specific learning outcomes.  
   On successfully completing the module students will be able to:**

8.1 demonstrate a systematic understanding of the field of operations management and how operations can more effectively contribute to the organisation’s objectives;

8.2 critically evaluate and apply a variety of techniques and analysis frameworks used by operations managers to help them make decisions in operations;

8.3 understand to a high level decision making in the operations management function and its application to process, capacity, supply, quality and workforce management;

8.4 utilise and assess appropriate concepts and models for the analysis and evaluation of operations management problems;

8.5 through case study and exercise work, be able to investigate problems, evaluate solutions and present recommendations.

1. **The intended generic learning outcomes.  
   On successfully completing the module students will be able to:**

9.1 demonstrate a critical understanding of problem solving and identifying appropriate solutions;

9.2 communicate a range of complex information, ideas and solutions at an appropriate level for the audience;

9.3 evaluate and critique complex material and data, including the ability to apply critical thinking to a range of competing theories and frameworks;

9.4 demonstrate initiative and personal responsibility in working and studying independently.

1. **A synopsis of the curriculum**

This module will require students to develop the ability to use appropriate techniques of analysis and enquiry within the management of operations, and to learn how to evaluate alternatives and make recommendations.  
Indicative topics of the module are:

* Strategic role of operations and operations strategy
* Design of processes and the implications for layout and flow
* People, jobs and organisation
* Capacity planning and scheduling
* Inventory control
* Supply chain management, lean systems and enterprise resource planning
* Quality planning and managing improvement

1. **Reading list (Indicative list, current at time of publication. Reading lists will be published annually)**

Core textbook:

Slack, N. et al. (2010). *Operations Management*. 6th edn. London: FT Prentice Hall

Further indicative readings:  
Fitzsimmons, J.A., and Fitzsimmons M.J. (2010). *Service Management*. 7th edn. London: McGraw-Hill

Greasley, A. (2013). *Operations Management*. 3rd edn. New Jersey: John Wiley and Sons  
Hill, A., and Hill, T. (2013). *Operations Management*. 3rd edn. Basingstoke: Palgrave Macmillan

1. **Learning and teaching methods**

Total contact hours: 26

Private study hours: 174

Total study hours: 150

1. **Assessment methods**
   1. Main assessment methods

On-Line Test 1 (10%)

On-Line Test 2 (20%)

Examination, 2 hours (70%)

13.2 Reassessment methods

Like for Like

1. **Map of module learning outcomes (sections 8 & 9) to learning and teaching methods(section12) and methods of assessment (section 13)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Module learning outcome** | *8.1* | *8.2* | *8.3* | *8.4* | *8.5* | *9.1* | *9.2* | *9.3* | *9.4* |
| **Learning/ teaching method** |  |  |  |  |  |  |  |  |  |
| *Private Study* | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| *Lectures* | **X** | **X** | **X** | **X** | **X** |  |  | **X** | **X** |
| *Seminars* | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |  |
| **Assessment method** |  |  |  |  |  |  |  |  |  |
| *On-Line Tests* |  | **X** |  | **X** |  | **X** |  | **X** | **X** |
| *Examination* | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |

1. **Inclusive module design**

The School recognises and has embedded the expectations of current equality legislation, by ensuring that the module is as accessible as possible by design. Additional alternative arrangements for students with Inclusive Learning Plans (ILPs)/declared disabilities will be made on an individual basis, in consultation with the relevant policies and support services.

The inclusive practices in the guidance (see Annex B Appendix A) have been considered in order to support all students in the following areas:

a) Accessible resources and curriculum

b) Learning, teaching and assessment methods

1. **Campus(es) or centre(s) where module will be delivered**

Medway

1. **Internationalisation**

The module content provides an international overview of operations management and its relationship to global supply networks and processes.

**FACULTIES SUPPORT OFFICE USE ONLY**

**Revision record – all revisions must be recorded in the grid and full details of the change retained in the appropriate committee records.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date approved | Major/minor revision | Start date of the delivery of revised version | Section revised | Impacts PLOs (Q6&7 cover sheet) |
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Revised FSO Jan 2018