1. **Title of the module**

BUSN9430 (CB943) Operations Management

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 7

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)**

Autumn

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

None

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

Master of Business Administration

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

8.1 Demonstrate an in-depth understanding of the main issues in the management of operations in local and global context

8.2 Demonstrate a comprehensive understanding of the current roles of operations managers within an international, complex, and constantly changing context

8.3 Apply operations management concepts, techniques and tools successfully.

8.4 Critically identify the links between Operations Management concepts, techniques and tools and the broader issues of innovation, creation and growth of new ventures, and sustainable organisational performance

8.5 Develop a systematic understanding of ethical and responsible approaches to Operations management

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

9.1 Demonstrate complex problem solving and decision making skills

9.2 Demonstrate comprehensive research and critical thinking skills

9.3 Learn through reflection on practice and experience

9.4 Work and study independently and in groups, and utilise resources effectively

9.5 Demonstrate comprehensive communication and report writing skills

1. **A synopsis of the curriculum**

The focus of the module is to look at the importance of customer orientation, its strategic and operational role in gaining competitive advantage together with the interrelationship between operations and marketing. The module will focus on the following key topics:

The management of processes in:

* Services
* Manufacturing

Key processes in operations management, including:

Fitting operations into the organisation’s strategy

Competing through operations

New Product and process design and analysis

Supply network design and performance

Capacity management

Quality Improvement towards excellence

Project management

Sustainable operations management

The application of information technology in operations

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

Greasley, A., (2009/2013). *Operations Management*. 2nd or 3rd Ed., Hoboken, NJ: John Wiley and Sons.

Johnston, R. and Clark, G., (2012). *Service Operations Management*, 4th Ed, London: FT Prentice Hall.

Meredith JR. and Shafer, SM., (2009). *Operations Management for MBAs* (4th Ed), Hoboken, NJ: John Wiley and Sons.

Brandon-Jones, A. and Johnston, R. (2016). *Operations Management*, 8th Edn. Harlow: Pearson.

Slack, N., Chambers, S., Johnston, R, and Betts, A. (2012). *Operations and Process Management: Principles and Practice for Strategic Impact*. (3rd edition), London: Prentice Hall.

1. **Learning and teaching methods**

Contact hours: 36

Private study hours: 114

Total hours: 150

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

Group presentation, 20 minutes (20%)

Examination, open book, 2 hours (80%)

* 1. Re-assessment methods

100% examination

1. **Map of module learning outcomes (sections 8 & 9) to learning and teaching methods (section 12) 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 | 9.5 |
| **Learning/ teaching method** |  |  |  |  |  |  |  |  |  |  |
| Lectures and seminars | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |
| Independent Study | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |
| **Assessment method** |  |  |  |  |  |  |  |  |  |  |
| Group presentation | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |
| Open book examination | **x** | **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**

**Canterbury**

1. **Internationalisation**

The module content provides an international overview of operations management and its relationship to innovation (product development), growth and performance (related to entrepreneurship), and ethical management (sustainable operations management). The module textbook is an international edition and covers theory/practice developed by different schools of thought residing in different continents; they also use examples from a diverse range of target countries. The working and assessment case(s) will be and/or focus on subject content problems which will be international in character with each time heterogeneous country-wise focus. Learning outcomes are subsequently achieved with this international diversity and heterogeneity in both content, process and context.

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**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) |
| 12/03/2018 | Major | September 2018 | 8, 9, 10, 12, 13, 16 |  |
| 27/01/2019 | Major | September 2019 | 13, 14 |  |