1. **Title of the module**

BUSN7840 (CB784): Service and Supply Chain 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 6

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

15 (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**

None

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

BA (Hons) Business & Management   
BA (Hons) Business & Management with a Year in Industry

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

8.1 Demonstrate a systemic understanding of service and supply chain management, and recognise their contribution within an organisation.

8.2 Utilise theories, concepts and frameworks to critically analyse and evaluate service and supply chain management problems.

8.3 Understand decision making in relation to service and supply chain management and its application to managing projects and events; capacity and demand; controlling, and improving quality.

8.4 Utilise appropriate concepts and models sufficiently 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 Organise and present a critical analysis of complex systems relating to the field internationally.

9.2 Find, select, organise and synthesise complex management information.

9.3 Understand how to contribute effectively to organisational decision-making.

9.4 Present complex arguments clearly and consistently, orally and in writing.

1. **A synopsis of the curriculum**

Students will be expected to develop the ability to use appropriate techniques of analysis and enquiry within supply chain and service management, and to learn how to evaluate the alternatives and make recommendations. Topics include:

* The nature of services and service strategy
* Supply chain management
* Managing quality within supply chains
* Service development and technology
* Service quality and the service encounter
* Project/Event management and control
* Managing capacity and demand in services

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

Fitzsimmons, J.A., and Fitzsimmons M.J., (2008). Service Management. 6th edn. New York: McGraw-Hill.

Hill, A. and Hill, T. (2017). *Essential Operations Management*. 2nd edn. Basingstoke: Palgrave.

Johnston, R., Clark, G., and Shulver, M. (2012). *Service Operations Management: Improving Service Delivery*. 4th edn. London: Pearson.

1. **Learning and teaching methods**

The module will be taught by lectures, seminars and private study.

Total Contact Hours: 21

Private Study Hours: 129

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

Online Moodle test (20%)  
Group project (20%)

Two-hour, unseen and closed book end-of-year examination (60%)

* 1. Reassessment methods

100% examination

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* | *9.1* | *9.2* | *9.3* | *9.4* |
| **Learning/ teaching method** |  |  |  |  |  |  |  |  |  |
| Private Study |  |  |  |  |  |  |  |  |  |
| Lectures |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Seminars |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Preparation for seminars |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Preparation for  exam |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Independent study |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| **Assessment method** |  |  |  |  |  |  |  |  |  |
| Examination  (two-hour, closed book) | 60% | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| On-line Moodle Test | 20% | **X** | **X** | **X** |  |  | **X** | **X** |  |
| Group  Presentation | 20% | **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**

This modules requires students to consider and analyse complex systems relating to the service

and supply chain management internationally. Certain aspects of the understanding of theories,

frameworks and critical functions in the field, will be taught within an international as well as

national context.

**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) |
| 31.01.2018 | n/a | January 2019 | n/a | No |
|  |  |  |  |  |