

## MODULE DESCRIPTOR

<b>MODULE TITLE</b>	Operations Management		
<b>Module Code</b>	19-5B04-01S		
<b>Level</b>	5		
<b>Credit Points</b>	10		
<b>Indicative Assessment Components &amp; Percentage Weightings</b>	Coursework 100%		
<b>Pre-Requisite Modules (if applicable)</b>			
<b>Delivered according to Standard Academic Calendar</b> YES / NO	<b>Long: 2 semesters</b>  NO	<b>Short: 1 semester</b>  YES	<b>Other delivery pattern:</b>

### 1 MODULE AIMS

The aims of this module are to:

- introduce students to the fundamentals of Operations Management.
- make students aware that the principles of operations management are central to all managers irrespective of their job title and that Operations Management is a practical subject which deals with real issues in the service as well as the production industries.
- provide students with an opportunity to appreciate and understand the role of Operations Management within organisations of varying disciplines and to develop and apply decision making skills to everyday situations.
- consolidate relevant fundamental knowledge and understanding gained during study at level 4.

### 2 MODULE LEARNING OUTCOMES BY THE END OF THE MODULE YOU WILL BE ABLE TO

1. Interpret the theories, concepts and principles of practice from the area of Operations Management and their application to the events, hospitality and food sector industries;
2. Investigate existing organisational problem areas and utilise operational and research skills;
3. Analyse, prioritise and evaluate operational information, concepts and processes to aid the management decision making process;
4. Be aware of, and employ, Information Technology specialist software to assist in the planning and control of operations;
5. Examine and utilise analysis techniques within Operations Management which are appropriate to Facilities Management and work systems;
6. Communicate effectively and concisely in written reports.

### 3 INDICATIVE LEARNING, TEACHING AND ASSESSMENT ACTIVITIES

The contact hours will be used flexibly, and each week may include key lecture, small group seminars and IT workshop sessions. Sector specific seminars will reinforce the content of the 'lectures' and provide students with the opportunity to examine issues within their sector more closely and reflect on their self directed study and learning. The format of the seminars could be a combination of exercises relating to the lecture, discussion sessions or peer presentations.

The IT workshop sessions may require IT labs and Project Management software (Microsoft Project or similar).

Students will be directed to a range of learning materials in a variety of media. Guidance will be given on expected reading and self directed learning activity.

### **ASSESSMENT STRATEGY AND METHODS**

Task No.	TASK DESCRIPTION	SI Code	Task Weighting %	Word Count / Duration	In-module retrieval available
1	Coursework	CW	100	1500	No
2					

### 4 INDICATIVE MODULE CONTENTS / TOPICS

This module will examine topics related to the needs of students entering employment within their various career disciplines. It will include relevant topics, including:-

- Location decision making - site selection and evaluation;
- Layout design and formulation - layout design for purpose, linkages both external and internal including customer flows, relationships with differing activity areas;
- Queuing Theory and Application - in conjunction with layout design, queuing areas, queuing time and service provision;
- Quality Management;
- Project Management - basic PM techniques to include planning, control and evaluation, Gantt, CPN and PERT techniques and IT software usage;
- Inventory Management.

Opportunity will be given to introduce other contemporary topics as new concepts emerge.

### **FURTHER INFORMATION ABOUT THIS MODULE**

- **FURTHER / ADDITIONAL INFORMATION IS AVAILABLE TO SUPPORT THIS MODULE, INCLUDING ASSESSMENT CRITERIA DETAILING HOW YOUR PERFORMANCE IN THE MODULE WILL BE MEASURED, HOW YOU WILL RECEIVE FEEDBACK, DETAILS OF LEARNING RESOURCES AND KEY READINGS**
- **THIS INFORMATION CAN BE FOUND IN**

the module handbook  
the module blackboard site

- **NOTE THAT THIS ADDITIONAL INFORMATION MAY BE SUBJECT TO CHANGE FROM YEAR TO YEAR**

#### **FINAL TASK**

<b>According to the Assessment Strategy shown in the Module Descriptor, which task will be the LAST TASK to be taken or handed-in? (Give task number as shown in the Assessment Strategy)</b>	<b>Task No.</b>
	1

#### **MODULE REFERRAL STRATEGY**

<b>Task for Task (as shown for initial assessment strategy)</b>	<b>Y</b>
<b>Single Referral Package for All Referred Students</b>	<b>N</b>

#### **REVISIONS**

<b>Date</b>	<b>Reason</b>
July 2012	Assessment Framework review