

MODULE DESCRIPTOR

SECTION A: MODULE DETAILS

Module Title	Operations and Service Management						
Short Title	OpsServMgmt						
Module Code	BM563	Date of First Approval			September 2018		
Responsible Department	Business, Law & Computing	Date of Version			September 2018		
FHEQ Level	Level 5: Diploma	Version No.			1		
Credit Value	15 Credits	Expected Length			15 weeks		
Status	For Approval	Regime of Delivery			Campus Based		
Semester taught	S1 <input checked="" type="checkbox"/>	S2 <input checked="" type="checkbox"/>	S3 <input type="checkbox"/>	SB <input type="checkbox"/>	S1A <input checked="" type="checkbox"/>	S2A <input checked="" type="checkbox"/>	SBA <input type="checkbox"/>
	T1 <input type="checkbox"/>	T2 <input type="checkbox"/>	T3 <input type="checkbox"/>	T4 <input type="checkbox"/>	Other <input type="checkbox"/>	Other <input type="checkbox"/>	Other <input type="checkbox"/>

SECTION B: MODULE DESCRIPTION

Brief Description
<p>This module focuses on the design and management of products and services regarding their supply chains. It considers the acquisition, development, and utilisation of resources that firms need to deliver the goods and services their clients want. An understanding of operations management techniques is essential in virtually all organisations. This module also provides the opportunity to analyse how technological advances are improving supply chain efficiencies in manufacturing and service industries.</p>
Indicative Content
<ul style="list-style-type: none"> • Introduction to operations and the contribution made to organisation objectives and strategy • Process design, technology and management in the light of process management techniques • Capacity planning and control including capacity planning for seasonal demands • Technology advancements in supply chain management • Quality and process Improvement including Just-in-time and lean operations

SECTION C: MODULE OUTCOMES

On successful completion of the module, the student will be able to:	
1.	Appraise the theories, concepts and principles of practice from the area of Operations Management and their application to the service and manufacturing industries;
2.	Evaluate the application of alternative Operations Management Techniques – Capacity, Quality and Supply Chain Management;
3.	Evaluate the potential use of digital technology for supply chain management
4.	Apply a range of Operations techniques to the management of a business.
5.	Evaluate how supporting functions interact with operations and aid their success

Key Skills Matrix		
	<i>Developed</i>	<i>Assessed</i>
Information Acquisition	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Critical thinking, analysis and synthesis	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Self-reflection	<input type="checkbox"/>	<input type="checkbox"/>
Communication Skills: Oral	<input type="checkbox"/>	<input type="checkbox"/>
Communication Skills: Written	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Information & Communications Technology (ICT)	<input type="checkbox"/>	<input type="checkbox"/>
Numeracy & Quantitative Skills	<input type="checkbox"/>	<input type="checkbox"/>
Problem Solving & Decision Making	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Independent & Self-managed Learning	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Working with Others	<input checked="" type="checkbox"/>	<input type="checkbox"/>

SECTION D: MODULE STRATEGY

Employability / Career Development Statement

This module will help students widen their knowledge of how operation management affects every organisation. The skills learned are transferable to the private, public and non-profit sectors as students will learn to identify and interpret themes common to all organisations

Through the study of supply chain management in this module, students will be able to identify efficiencies improvement opportunities in the processes of their future workplaces.

Learning & Teaching Strategy

Students attend workshop sessions. These comprise a range of activities including interactive lectures, discussions, group work and activities. These relate to topics that are set in a scheme of work for each module. Learning outcomes for the programme and specific modules are applied to the content under discussion at each session. A consistent approach in this is the relationship of theory to practice. A core text is recommended and students are assisted to further reading by the use of Blackboard and Library databases.

In order to cover the subject content, students are expected to research topics prior to the lecture, so that they can contribute to the group learning activity,

Assessment Strategy

The coursework (CW1) is a 2500 written assignment designed to assess students' ability to apply operation management concepts and theories to an organisation and to critically reflect on the usage and limitations of these. The assignment will allow students to demonstrate understanding of operations processes and concepts relating to the business world at the end of the semester.

SECTION E: SCHEDULED LEARNING AND TEACHING

*Notional Hours	
1 Credit is equivalent to 10 notional learning hours (30 credits = 300 learning hours). All hours should be calculated based on what an individual student might be expected to receive.	
<i>Category (Please refer to QAA Guidance in completing this section)</i>	<i>Total Hours</i>
Scheduled Learning and Teaching Activities (SLTA)	
Lectures (incl. virtual and face to face contact)	
Seminars (incl. virtual and face to face contact)	45
Tutorials – per individual student (incl. virtual and face to face contact)	
Project supervision (incl. virtual and face to face contact)	
Demonstration (incl. virtual and face to face contact)	
Practical classes and workshops	
Supervised time in studio/workshop/rehearsal space	
Fieldwork, e.g. survey work, data collection	
External visits, e.g. visits to sites, museums or collections	
Sub-total: SLTA	45
PLUS Guided Independent Study (GIS)	105
PLUS Placements / Study Abroad / Work based Learning	
TOTAL (Sub-total of SLTA plus GIS, plus Placements)	150

SECTION F: ASSESSMENTS

Summative Assessment Regime				
ID	KIS Category/Activity Type & Brief Description (Please refer to: QAA Guidance in completing this section)	Learning Outcomes Assessed	Weighting % or P/F	Indicative Week No.*
CW1	Coursework: Written Assignment: 2500 word report	1-5	100	15
Module Pass Requirements: Standard Regs apply				

SECTION G: ACADEMIC RESOURCES

Key Texts
<ul style="list-style-type: none"> Slack, N., Brandon-Jones, A. and Johnston, R. (2013) <i>Operations Management</i>, 7th ed. Pearson.
Journals
<ul style="list-style-type: none"> Journal of Operations Management

- International Journal of Operations and Production Management

Databases

- ABI Informs: ProQuest

Websites

- Institute of Operations Management (www.iomnet.org.uk)

© 2017 Buckinghamshire New University