

Module Title Operations Management	Reference BSM311
Keywords Operations, Strategy, Process, Inventory, Design, Capacity, Scheduling, Project Management, Supply Chain.	SCQF SCQF Level 11 SCQF Points 15 ECTS Points 7.5 Created May 2002 Approved August 2013 Amended August 2013 Version No. 4

This Version is No Longer Current

The latest version of this module is available [here](#)

Prerequisites for Module

None in addition to course entry qualifications or equivalent.

Indicative Student Workload

	Full Time	Part Time	Distance Learning
<i>Contact Hours</i>			
Assessment	12	12	12
Lectures/Seminars	36	36	6

Corequisite Modules

None.

<i>Directed Study</i>			
Directed Study	64	64	94

Precluded Modules

None.

<i>Private Study</i>			
Private Study	38	38	38

Mode of Delivery

Aims of Module

To provide an understanding of the concepts, systems and strategies relevant to operations management and an ability to analyse and solve problems associated with the design,

Taught Mode (T)
The module is delivered in Taught Mode lectures, interactive group work, case study tutorials and directed self-study.
Distance Learning mode (DL)
The module is delivered in Distance Learning Mode by self directed learning from paper-based or web-based learning materials, supported by seminars and/or on-line support.

planning and control of the production of goods and services through the application of key operational concepts and theories.

Learning Outcomes for Module

On completion of this module, students are expected to be able to:

1. Critically evaluate the concepts, systems and strategies relevant to operations management.
2. Synthesise and apply these concepts systems and strategies in operational environments.
3. Autonomously analyse and solve problems associated with the design, planning and control of the production of goods and services.

Indicative Module Content

Operational concepts and theories in manufacturing and service processes and the management of, operational typologies, operations and service strategies, performance

Assessment Plan

	Learning Outcomes Assessed
Component 1	1,2,3

Component 1 (100%) consists of a management report which will assess a combination of learning outcomes 1, 2 and 3.

Indicative Bibliography

1. JOHNSTON, R., SHULVER, M., SLACK, N. and CLARK, G., 2020. Service operations management: improving service delivery. 5th ed. UK: Pearson Education.
2. SLACK, N., BRANDON-JONES, A. and BURGESS, N., 2022. Operations management. 10th ed. UK: Pearson Education.
3. SLACK, N. and LEWIS, M., 2023. Operations Strategy. 7th ed. UK: Pearson Education.

management and measurement, design of products and processes, location and layout of operations, forecasting and capacity management, operational scheduling, inventory planning and control, supply chain management and networks, project management, total quality management concepts including managing people in improvement programmes, quality tools and techniques and operational improvement processes.