MODULE DESCRIPTOR

Module Title

Operations Management

Reference	BSM311	Version	5
Created	April 2017	SCQF Level	SCQF 11
Approved	July 2018	SCQF Points	15
Amended	August 2017	ECTS Points	7.5

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, 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 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.

Module Delivery

Taught Mode: The module is delivered in Taught Mode lectures, interactive group work, case study tutorials and directed self-study. Distance Learning mode: 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.

Indicative Student Workload	Full Time	Part Time
Contact Hours	36	36
Non-Contact Hours	114	114
Placement/Work-Based Learning Experience [Notional] Hours	N/A	N/A
TOTAL	150	150
Actual Placement hours for professional, statutory or regulatory body		

ASSESSMENT PLAN

If a major/minor model is used and box is ticked, % weightings below are indicative only.

Component 1

Type:	Coursework	Weighting:	100%	Outcomes Assessed:	1, 2, 3
Description:	Coursework				

MODULE PERFORMANCE DESCRIPTOR

Explanatory Text

The module is assessed by one component: C1 - Coursework - 100% weighting. Module Pass Mark = Grade D (40%)

Module Grade	Minimum Requirements to achieve Module Grade:
A	70% or above
B	60% - 69%
C	50% - 59%
D	40% - 49%
E	35% - 39%
F	0% - 34%
NS	Non-submission of work by published deadline or non-attendance for examination

Module Requirements

Prerequisites for Module	None.
Corequisites for module	None.
Precluded Modules	None.

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.