

## MODULE DESCRIPTOR

### Module Title

Operations Management

Reference	BSM311	Version	7
Created	February 2024	SCQF Level	SCQF 11
Approved	July 2018	SCQF Points	15
Amended	March 2024	ECTS Points	7.5

### Aims of Module

To provide 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 a range of operational contexts.
- 3 Analyse and solve operations problems associated with the design, planning and control of goods and services.
- 4 Evaluate the role of a range of technologies used in 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, forecasting and capacity management, production and service scheduling, inventory management and control, technologies in operations.

### Module Delivery

On-Campus delivery. The module is delivered in a Blended mode through lectures, interactive group work, case studies, tutorials and directed self-study. Online mode: The module is delivered in an Online mode through self-directed learning using web-based learning materials supported by online seminars and tutorials.

**Indicative Student Workload**

	Full Time	Part Time
Contact Hours	30	30
Non-Contact Hours	120	120
Placement/Work-Based Learning Experience [Notional] Hours	N/A	N/A
TOTAL	150	150
<i>Actual Placement hours for professional, statutory or regulatory body</i>		

**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, 4
Description:	Coursework				

**MODULE PERFORMANCE DESCRIPTOR****Explanatory Text**

Component 1 comprises 100% of the module grade. To pass the module, a D grade is required.

Module Grade	Minimum Requirements to achieve Module Grade:
<b>A</b>	A
<b>B</b>	B
<b>C</b>	C
<b>D</b>	D
<b>E</b>	E
<b>F</b>	F
<b>NS</b>	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.