

## MODULE DESCRIPTOR

<b>MODULE TITLE</b>	MANAGEMENT OF OPERATIONS		
<b>MODULE CODE</b>	MG2008 (L5)	<b>CREDIT VALUE</b>	20 UK CREDITS / 10 ECTS
<b>SCHOOL</b>	SCHOOL OF BUSINESS MANAGEMENT		

### MODULE AIMS

Provide an interesting treatment of project, operations and supply chain management based on academic resources and real world case studies.

- It will show how the three topics relate to each other and analyse where there are common areas such as quality management, sustainability and continuous improvement.
- Provide basic, practical experience of using commercially available software for project management.
- Enable students to critically discuss issues surrounding project, operations and supply chain management and the strategic context, in small and large groups, by relating theory to practice.

### MODULE CONTENT

**Indicative syllabus content:**

**Using the APM Bok as a framework the first part of the course will give an introduction to the key concepts and principles of project management such as:**

- the nature of project management and the role of the project manager;
- making a business case, selecting projects, defining scope and managing stakeholders;
- various aspects of breakdown structures, planning, critical path and task scheduling;
- the management of risk and costs in a project environment;
- the quality movement, critical success factors and KPIS;
- resource management and interfaces in relation to operations and supply chain.

**The second part of the course covers operations management within the context of supply chain management, with key topics including:**

- the design of operations process and layout for optimum effectiveness and efficiency;
- the relationship between product, process and work design;
- capacity management, resource planning and inventory management;
- the impact of Lean and Green issues in operations and supply chain management;
- sourcing, procurement and contract management;
- the importance of being customer led and service focused in proactively managing the drivers of cost and value;
- Logistics networks, synchronicity, demand forecasting, variability, variation, responsiveness, lead times and the impact of globalisation.

### INTENDED LEARNING OUTCOMES

**On successful completion of this module a student will be able to:**

1. Analyse the differences and the inter-relationships of project, operations and supply chain management and the combined influence that they have on the effectiveness and efficiency of an organisation.
2. Evaluate the importance of efficient and effective monitoring and control of performance in project, operations and supply chain management.
3. Apply various tools, techniques and commercially available software to relevant, real world case studies.
4. Demonstrate effective interpersonal and organisation skills and the ability to contribute equitably to shared objectives, within appropriate time and quality constraints.

### TEACHING METHODS

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Contact time will include: formal lectures; small and large group discussion; individual and group tasks and presentations; individual and group tutorials.  
Students are expected to supplement this with self-directed study, outside the classroom.

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## **ASSESSMENT METHODS**

This module is assessed through a group report and an individual case study report.