



## **Module Specification**

### **Operations Management**

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## Part 1: Information

**Module title:** Operations Management

**Module code:** UMMDTP-15-1

**Level:** Level 4

**For implementation from:** 2023-24

**UWE credit rating:** 15

**ECTS credit rating:** 7.5

**Faculty:** Faculty of Business & Law

**Department:** FBL Dept of Business & Management

**Partner institutions:** University Centre Weston

**Delivery locations:** Not in use for Modules

**Field:** Operations and Information Management

**Module type:** Module

**Pre-requisites:** None

**Excluded combinations:** None

**Co-requisites:** None

**Continuing professional development:** No

**Professional, statutory or regulatory body requirements:** None

## Part 2: Description

**Overview:** Not applicable

**Features:** Not applicable

**Educational aims:** This module will introduce you to fundamental concepts of Operations Management. Operations Management is the administration of business practices to create the highest level of efficiency possible within an organisation. It is

concerned with converting materials and labour into goods and services as efficiently as possible to maximize the profit of an organisation. Operations management teams attempt to balance costs with revenue to achieve the highest net possible.

**Outline syllabus:** Within this module you will cover:

An introduction to established classic and contemporary management concepts applied within organisations

Evaluation of Management in different types of organisations- various types of operations, tasks of operation managers, strategic importance of operations

Discussion of the importance of management for effective organisational performance

Operations and logistics

Service quality, customer management and blueprints

### **Part 3: Teaching and learning methods**

**Teaching and learning methods:** A range of assessment techniques will be employed to ensure that learners can meet the breadth of learning outcomes presented in this module alongside the ability to demonstrate transferable skills e.g. communication skills.

**Module Learning outcomes:** On successful completion of this module students will achieve the following learning outcomes.

**MO1** Understand the roles and functions of management from both classic and contemporary perspectives

**MO2** Evaluate the role of operations in achieving strategic aims and objectives and identify factors that affect its management

**MO3** Demonstrate how the service quality concept and gap analysis can improve organisational effectiveness within a business of your choice.

**MO4** Identify and apply a range of relevant models of operations management.

**Hours to be allocated:** 150

**Contact hours:**

Independent study/self-guided study = 105 hours

Face-to-face learning = 45 hours

Total = 150

**Reading list:** The reading list for this module can be accessed at [readinglists.uwe.ac.uk](http://readinglists.uwe.ac.uk) via the following link

## **Part 4: Assessment**

**Assessment strategy:** Assessment task – (2500 Words) Case Study Report which encourages you to apply a range of Operational Management Strategies to a pre issued business case scenario.

Opportunities for formative assessment exist for each of the assessment strategies used. Verbal feedback is given and all students will engage with personalised tutorials.

**Assessment components:**

### **Case Study (First Sit)**

Description: Case study Report (2,500 words)

Weighting: 100 %

Final assessment: Yes

Group work: No

Learning outcomes tested: MO1, MO2, MO3, MO4

### **Case Study (Resit)**

Description: Case study Report (2,500 words)

Weighting: 100 %

Final assessment: Yes

Group work: No

Learning outcomes tested: MO1, MO2, MO3, MO4

## **Part 5: Contributes towards**

This module contributes towards the following programmes of study:

Business Management and Sustainability [UCW] BA (Hons) 2023-24

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