



**CORPORATE AND ACADEMIC SERVICES**

**MODULE SPECIFICATION**

Part 1: Basic Data					
Module Title	Managing Operations in the Workplace				
Module Code	UMMDLF-15-2	Level	2	Version	1
UWE Credit Rating	15	ECTS Credit Rating	7.5	WBL module?	No
Owning Faculty	FBL	Field	Operations and Information Management		
Department	BBS, Business and Management	Module Type	Standard		
Contributes towards	BA(Hons) Leadership and Management Practice				
Pre-requisites	None	Co- requisites	None		
Excluded Combinations	UMMD7K-15-2; UMMD7L-15-2; UMMD7M-15-2	Module Entry requirements	n/a		
First CAP Approval Date	14 July 2016	Valid from	September 2017		
Revision CAP Approval Date		Revised with effect from			

Part 2: Learning and Teaching	
Learning Outcomes	<p>On successful completion of this module students will be able to:</p> <ul style="list-style-type: none"> <li>- Relate best practice in operations thinking to understand how to develop and implement organisational plans, including tools, techniques and approaches to taking and managing risk and to monitoring and evaluation in establishing operational effectiveness, efficiencies and excellence.</li> <li>- Assess the significance and concept of quality in the design, production and delivery of products and services.</li> <li>- Identify and analyse key variables that impact on successful design, implementation and improvement of an operating system.</li> <li>- Describe the role of effective supply chain management and purchasing practice can play in delivering customer value.</li> <li>- Interpret key principles of sustainability within an organisation</li> <li>- Indicate critical factors that may influence the process of matching demand with supply, for both consumer and supplier.</li> <li>- Select appropriate techniques of evaluation and clarify the relevance and significance of the data collected, including assumptions.</li> <li>- Demonstrate numerate and quantitative skills including data analysis and interpretation.</li> </ul>

<p>Syllabus Outline</p>	<p>The module develops a critical understanding of the central activity of any organization - producing an output to customers, whether a type of product or a range of services.</p> <p>The module considers the mechanisms used by organisations to perform in their marketplace: strategies of purchasing and supply, processes that can be applied to deliver consistent standards of products and services, tools and techniques which can aid this decision making and process control. We also explore latest thinking with regard to the role that effective, efficient and economic operations can play in an organisation's success. Topics include:</p> <ul style="list-style-type: none"> <li>- Operations Strategy</li> <li>- Capacity and Demand</li> <li>- Developing Products, Services and Processes</li> <li>- Quality</li> <li>- Purchasing and the Supply Chain</li> <li>- Sustainability</li> <li>- Risk, Performance Failure and Recovery</li> </ul>																				
<p>Contact Hours/Scheduled Hours</p>	<p>The module will typically be studied on a day release basis, although employer preference may dictate a different delivery pattern. Contact time per module will equate to 3 hours per week over a 12 week teaching block.</p> <p>There is a focus on flipped delivery supported by technology, here the delivery of core theoretical concepts moves from the classroom into the online space and face to face sessions focus on collaborative learning, sense making and sharing of experiences. Post session (face to face) online activities help the student to apply their learning to the context of their organisation and personal and professional development.</p>																				
<p>Teaching and Learning Methods</p>	<p>Teaching and learning methods are focused around a problem posing pedagogy that draws on student and peer experiences associated with the philosophy of work based learning. Operations Management is essentially a practical discipline and hence the learning activities comprise a range of applied case studies and other exercises that the student can apply in his or her own organisation.</p> <p>Lectures and seminar activities require students to engage in private directed study in preparation for the seminar topic. This research will include field research in their organizations and will provide the student with the opportunity to develop ideas for their coursework assessment. This preparation work will then be discussed providing formative feedback and peer learning during the seminar.</p>																				
<p>Key Information Sets Information</p>	<table border="1" data-bbox="486 1585 1391 1971"> <thead> <tr> <th colspan="5">Key Information Set - Module data</th> </tr> </thead> <tbody> <tr> <td colspan="4">Number of credits for this module</td> <td>15</td> </tr> <tr> <th>Hours to be allocated</th> <th>Scheduled learning and teaching study hours</th> <th>Independent study hours</th> <th>Placement study hours</th> <th>Allocated Hours</th> </tr> <tr> <td>150</td> <td>36</td> <td>114</td> <td>0</td> <td>150</td> </tr> </tbody> </table> <p>The table below indicates as a percentage the total assessment of the module</p>	Key Information Set - Module data					Number of credits for this module				15	Hours to be allocated	Scheduled learning and teaching study hours	Independent study hours	Placement study hours	Allocated Hours	150	36	114	0	150
Key Information Set - Module data																					
Number of credits for this module				15																	
Hours to be allocated	Scheduled learning and teaching study hours	Independent study hours	Placement study hours	Allocated Hours																	
150	36	114	0	150																	

	<p>which constitutes a -</p> <p><b>Written Exam:</b> Unseen written exam, open book written exam, In-class test  <b>Coursework:</b> Written assignment or essay, report, dissertation, portfolio, project  <b>Practical Exam:</b> Oral Assessment and/or presentation, practical skills assessment, practical exam</p> <p>Please note that this is the total of various types of assessment and will not necessarily reflect the component and module weightings in the Assessment section of this module description:</p> <p style="text-align: center;">Total assessment of the module:</p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td style="padding-right: 20px;">Written exam assessment percentage</td> <td style="border: 1px solid black; text-align: center;">0%</td> </tr> <tr> <td>Coursework assessment percentage</td> <td style="border: 1px solid black; text-align: center;">100%</td> </tr> <tr> <td>Practical exam assessment percentage</td> <td style="border: 1px solid black; text-align: center;">0%</td> </tr> <tr> <td></td> <td style="text-align: center;">100%</td> </tr> </table>	Written exam assessment percentage	0%	Coursework assessment percentage	100%	Practical exam assessment percentage	0%		100%
Written exam assessment percentage	0%								
Coursework assessment percentage	100%								
Practical exam assessment percentage	0%								
	100%								

Reading Strategy*	<p>All students will be encouraged to make full use of the journal articles (both in the print and electronic formats). Access to these resources is available through membership of the University. These include a range of electronic journals and a wide variety of resources available through web sites. The University Library's web pages provide access to subject relevant resources and services, and to the library catalogue. Many resources can be accessed remotely. Students should refer to the module handbook and Blackboard for other more frequently updated sources.</p> <p>For this module, UWE students can access a range of useful work-based skills materials from the UWE Library website including video materials on '<i>Operations Management Fundamentals</i>,' and '<i>Lean Six Sigma Fundamentals</i>,' and '<i>Supply Chain Management Fundamentals</i>,' all of which are available through <i>Lynda.com</i>.</p> <p><b>Essential reading</b></p> <p>Students are expected to purchase the set text, however this may change from year to year so students should check with module leader before purchasing. A sample text is:</p> <p style="padding-left: 40px;">Slack, N., Brandon-Jones, A., &amp; Johnston, R. (2013) <i>Operations Management</i> (7th ed). Harlow, Pearson Education.</p> <p><b>Further reading</b></p> <p>Students will be expected to undertake independent wider reading that will include books, journal articles, and research papers.</p>
-------------------	--

Indicative Reading List	<p>Hill, A &amp; Hill, T (2011), <i>Essential Operations Management</i>, Palgrave.</p> <p>Johnston, R. J. &amp; Clark, G., &amp; Shulver, M. (2012) <i>Service Operations Management</i>. (4<sup>th</sup> ed.) Harlow, Pearson Education.</p> <p>Slack, N., Chambers, S. &amp; Johnston, R. (2007) <i>Operations Management</i> (5th ed). Harlow, Pearson Education.</p>
-------------------------	--

<b>Part 3: Assessment</b>	
Assessment Strategy	<p>This module will contribute to the student's ability to build a Portfolio for the CMDA demonstrating evidence that the candidate is able to apply theory to support the development, implementation and monitoring of organisational strategies and plans. To this end, the <u>summative assessment</u> of this module</p>

	<p>has been devised to examine both the students' knowledge and application of the subject.</p> <p>The coursework requires independent research, evaluation and academic critical appraisal applied to an aspect of operations management in the student's organisation. Students are required to develop their critical appraisal ideas in conjunction with their organisational mentor, to ensure the scope is feasible, and with the instructor to ensure the assignment meets the module learning objectives. The critical appraisal should draw on appropriate operations management tools and techniques and demonstrate the use of data analysis and interpretation. Data may be attached, for example in Excel spreadsheets.</p> <p><u>Formative assessment</u> in this module will centre on the seminar preparation that students will have undertaken prior to each seminar. This provides a chance for students to practice applying theory to practice and affords them the opportunity to gain experience without risking adversely affecting the module mark if any mistakes have been made.</p>
--	---

Identify final assessment component and element	<b>Component A</b>	
% weighting between components A and B (Standard modules only)	<b>A:</b>	<b>B:</b>
	100%	
<b>First Sit</b>		
<b>Component A</b> (controlled conditions) <b>Description of each element</b>	<b>Element weighting</b>	
1. Critical appraisal of operations performance (2,500 words)	100%	
<b>Component B</b> <b>Description of each element</b>	<b>Element weighting</b>	

<b>Resit (further attendance at taught classes is not required)</b>		
<b>Component A</b> (controlled conditions) <b>Description of each element</b>	<b>Element weighting</b>	
1. Written operations management assignment (2,500) words	100%	
<b>Component B</b> <b>Description of each element</b>	<b>Element weighting</b>	
<p>If a student is permitted a retake of the module under the University Regulations and Procedures, the assessment will be that indicated by the Module Description at the time that retake commences.</p>		