



Module Specification

Managing Operations in the Workplace

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Part 1: Information

Module title: Managing Operations in the Workplace

Module code: UMMDLF-15-2

Level: Level 5

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: None

Field: Operations and Information Management

Module type: Module

Pre-requisites: None

Excluded combinations: Managing Business Processes (Business, International and Management) 2023-24

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: The module develops a critical understanding of the central activity of any organisation - producing an output to customers, whether a type of product or a range of services.

Outline syllabus: 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:

Operations Strategy

Capacity and Demand

Developing Products, Services and Processes

Quality

Purchasing and the Supply Chain

Sustainability

Risk, Performance Failure and Recovery

Part 3: Teaching and learning methods

Teaching and learning methods: 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.

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 organisations 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.

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.

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.

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

MO1 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.

MO2 Assess the significance and concept of quality in the design, production and delivery of products and services.

MO3 Identify and analyse key variables that impact on successful design, implementation and improvement of an operating system.

MO4 Describe the role of effective supply chain management and purchasing practice can play in delivering customer value.

MO5 Interpret key principles of sustainability within an organisation.

MO6 Indicate critical factors that may influence the process of matching demand with supply, for both consumer and supplier.

MO7 Select appropriate techniques of evaluation and clarify the relevance and significance of the data collected, including assumptions.

MO8 Demonstrate numerate and quantitative skills including data analysis and interpretation.

Hours to be allocated: 150

Contact hours:

Independent study/self-guided study = 114 hours

Face-to-face learning = 36 hours

Total = 150

Reading list: The reading list for this module can be accessed at [readinglists.uwe.ac.uk](https://uwe.rl.talis.com/index.html) via the following link <https://uwe.rl.talis.com/index.html>

Part 4: Assessment

Assessment strategy: 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 summative assessment of this module has been devised to examine both the students' knowledge and application of the subject.

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.

Formative assessment 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.

Assessment tasks:

Written Assignment (First Sit)

Description: Critical appraisal of operations performance (2500 words)

Weighting: 100 %

Final assessment: Yes

Group work: No

Learning outcomes tested: MO1, MO2, MO3, MO4, MO5, MO6, MO7, MO8

Written Assignment (Resit)

Description: Written operations management assignment (2500 words)

Weighting: 100 %

Final assessment: Yes

Group work: No

Learning outcomes tested: MO1, MO2, MO3, MO4, MO5, MO6, MO7, MO8

Part 5: Contributes towards

This module contributes towards the following programmes of study:

Leadership and Management Practice {Apprenticeship-UWE} [Frenchay] BA (Hons)
2022-23