This module aims to:
- Examine the importance of the operations function in organisations;
- Analyse the fundamental issues of facilities location, output planning, inventory control, scheduling, and quality control;
- Emphasise quality and its impact in securing a strategic advantage for manufacturing and service entities.

Learning outcomes
On completion of this module, students will be able to:
- Analyse and critique operations decisions using appropriate information and resources
- Critically compare operations management systems of world class producers
- Understand and evaluate requirements for effective inventory management
- Apply understanding of a control process management system
- Assess the advantages and disadvantages of process specialisation and automation

Syllabus
- Operations Function and Strategy
- Process Selection and Service Process Design
- Choice of Technology and Process-Flow Analysis
- Managing Quality and Quality Improvement
- Supply Chain Management and Forecasting
- Scheduling Operations and Projects
- Inventory and Materials Management
- Defining operations management (process, quality, capacity, inventory)
- Decision making processes for operational business challenges
- Technological impact on business operations
- Quality and quality control issues
- Product development and demand management
- Planning, scheduling, and control of projects
- Just-in-time systems

Learning and teaching methods
The Learning and Teaching Methods for the module follow the intended online delivery strategy for the programme as a whole. The module will be delivered through the provision of specified reading materials on the virtual learning platform, which shall be supported by specified discussion forums and lecturecasts, and Tutor support will be available to students via phone, email, and a fortnightly synchronous question and answer (Q&A) session.

<table>
<thead>
<tr>
<th>Description of unit of assessment</th>
<th>Length/Duration</th>
<th>Submission Date</th>
<th>Weighting</th>
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<tbody>
<tr>
<td>Discussion contribution</td>
<td>2 weeks</td>
<td>End of Unit 2 and Unit 6</td>
<td>20%</td>
</tr>
<tr>
<td>Mid-module assignment</td>
<td>1500-2000 words</td>
<td>End of Unit 4</td>
<td>30%</td>
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<tr>
<td>End of module project</td>
<td>1500-2000 words</td>
<td>End of Unit 9</td>
<td>30%</td>
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<tr>
<td>Journal entries</td>
<td>300-500 words</td>
<td>Bi-weekly submission</td>
<td>20%</td>
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