



## COURSE OUTLINE

### 1. General specifications

**Module Title:** Principles of Business Operations

**Level:** IADB

**Credits** 15

#### **Overview of the module:**

This module is designed to help students appreciate and understand business operations in both the manufacturing and service sectors. The module will discuss the basic principles of operations within a global context from three key perspectives: understanding operations, designing operations and managing operations. Topics to be covered will include inter alia: value chain and global operations, technology, design and layout, capacity and resource planning and management, quality, lean operations, etc.

### 2. Module Delivery

#### **Content**

<b>CLASS SUBJECT</b>
1 Introduction Operations: The nature of operations and introduction to Business Operations concepts
2 Value Chains and Global Operations: Value chain design and development and their context in global operations
3 Frameworks for Operations Management: The scope of performance management and designing performance management and measurement systems
4 Operations Business Competitiveness: Operations strategy and competitive priorities – understanding customers wants and needs
5 Using technology: Issues relating to operations design technologies implementation and management
6 Goods and Services: Designing goods and services in an operations context
7 Facilities Design: Facility design and layout decisions in an operations context
8 Supply Chains and Facilities Location: Designing supply chains and facilities location decisions



9 Capacity: Managing operations capacity and forecasting for business operations
10 Resources: Managing operations resource planning and scheduling
11 Quality: Managing operations quality in a global context
12 Managing Operations: Lean operations and just-in time systems

### **Course text –book**

**TEXT:** Evans and Collier (2007), Operations Management: Integrated Goods and Services Approach, 2<sup>nd</sup> Edition, Thomson Learning

ISBN-10: 0324360789

ISBN-13: 978-0324360783

### **1. Module Assessment**

#### **Module Learning Outcomes**

On completion of this course, students should be able to:

- Examine the frameworks of operations management
  - a) Evaluate the principles of operations management
  - b) Analyse the key activities in operations management and how they have changed over time
  - c) Analyse the use, design and development of value chains
  - d) Discuss the methods used to measure the performance of operations management activities
  - e) Assess how customers want and needs drive operations strategy
  
- Analyse the use of technology in operations management
  - a) Examine how new technologies are used in value chains
  - b) Assess how technology is used to create integrated operating systems
  
- Assess the design of goods and services
  - a) Examine how goods and services are designed
  - b) Examine how production and design processes are developed
  
- Analyse how operations management processes are developed
  - a) Assess the layout of facilities and processes
  - b) Examine the need for workplace and job design
  - c) Discuss the components and design of supply chains



- d) Assess the process and the use of forecasting in short and long-term decisions relating to capacity
  - e) Discuss the need for accurate resource planning and scheduling
  - f) Analyse the importance of various quality measures in operations management
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- Evaluate the use of lean operations
    - a) Examine the underlying principles of lean operations
    - b) Analyse the use of "just-in-time" systems

**Assessment Methods:**

**Number, Type and Weighting of Element**

Examination - 100%

\*Admission to the final assessment is subject to completion of all coursework assigned by Esei tutor for each module.