

# IB2B8-15 Operations Management

**21/22**

**Department**

Warwick Business School

**Level**

Undergraduate Level 2

**Module leader**

Giovanni Radaelli

**Credit value**

15

**Module duration**

10 weeks

**Assessment**

20% coursework, 80% exam

**Study location**

University of Warwick main campus, Coventry

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## Description

### Introductory description

N/A

### Module aims

Operations Management is the activity of managing the resources which are devoted to production and delivery of products and services. The module aims to provide an introduction to the decisions managers need to make about the design and management of operations. It provides conceptual, analytical and practical insights into the effective management of operations in manufacturing and service companies in both private and public sector organisations.

### Outline syllabus

This is an indicative module outline only to give an indication of the sort of topics that may be covered. Actual sessions held may differ.

- Introduction to operations management: key definition and models
- Performance measurement in operations management
- Design of operations (process design)
- Capacity Management
- Pull/Push & Inventory Management

- Queuing and Psychology of Waiting
- Operations improvement
- Sustainable Operations

## **Learning outcomes**

By the end of the module, students should be able to:

- Identify and define the main components of an operation
- Understand the organisational and strategic context within which operations managers function
- Understand, apply and evaluate models for the design and management of processes
- Understand, apply and evaluate fundamental concepts of operations planning and control
- Understand, apply and evaluate principles and methods of operations improvement
- Analyse case studies to propose potential business solutions as they relate to Operations Management
- Understand and evaluate the role of sustainability and responsibility for operations management
- Challenge the concepts and models presented on the module

## **Indicative reading list**

The core text is: Slack, Brandon-Jones and Johnston (2019) Operations Management 9th Edition, Pearsons

The main journal articles used on the course come from:

- International Journal of Operations and Production Management
- International Journal of Service Industry Management
- Production and Operations Management Journal
- Journal of Operations Management "

## **Subject specific skills**

Demonstrate an awareness of practical managerial issues in Operations Management, as well as some generic solutions, for example:

Interpret broader strategic aims as operations strategies.

Recognise problematic volume / variety profiles.

Recognise problematic process and layout decisions.

Recognise product / service and process misalignment.

Understand the likely consequences of and common solutions to process imbalance.

Recognise various demand seasonalities as well as appropriate responses to these.

## **Transferable skills**

Demonstrate problem solving skills developed through analysing business problems in case studies

Demonstrate ability to be innovative and creative

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## Study

### Study time

Type	Required
Lectures	10 sessions of 2 hours (26%)
Seminars	9 sessions of 1 hour (12%)
Private study	48 hours (62%)
Total	77 hours

### Private study description

preparation

### Costs

No further costs have been identified for this module.

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## Assessment

You do not need to pass all assessment components to pass the module.

### Assessment group D

	Weighting	Study time
Group Work (15 CATS) Video presentation	20%	15 hours
Online Examination Exam	80%	58 hours
~Platforms - AEP		

### Feedback on assessment

my.wbs

## **Availability**

There is currently no information about the courses for which this module is core or optional.