IB2BC-15 Business Operations Consulting

26/27

Department
Warwick Business School
Level
Undergraduate Level 2
Module leader
Haley Beer
Credit value
15
Module duration
10 weeks
Assessment
100% coursework
Study location
University of Warwick main campus, Coventry

Description

Introductory description

This is an elective module available for WBS and non-WBS students. To find detailed availability and to apply for this module, log in to my.wbs.ac.uk using your normal IT login details and apply via the my.wbs module application system. Once you've secured a place on my.wbs you should apply via your home department's usual process, which usually takes place via eVision. Note that you do not require the module leader's permission to study a WBS module, so please do not contact them to request it.

This module focuses on the role of business operations consulting, complementing modules such as IB2B8 - Operations Management and IB382 - Project Management, and aspects related to management consulting discussed in other modules.

Module web page

Module aims

Students will:

- develop a deeper appreciation of the management consulting industry and specifically business operations consulting
- acquire the skills necessary to undertake business consulting projects in a wide range of organisations across all sectors and operating in different business environments
- be able to critically assess the design, implementation, use and review of business operations tools and frameworks
- link business operations tools and practices at inter-organisational, organisational and individual levels
- appreciate the main technological, cultural and behavioural aspects related to business operations.

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.

Following an introduction to business operations consulting, topics will include:

Strategy implementation and uses of data:

- definition of strategic objectives
- design of KPIs and performance targets
- design and use of dashboards
- visualization tools

Project management consulting:

- brief introduction to project management
- the roles of project management consultants
- emerging trends in project management

Process improvement, digital operations and industry 4.0 :

- introduction to process improvement approaches
- smart manufacturing (IoT, sensors)
- AI uses in operations

Platform operations:

- the rise of digital platforms (e.g., Uber, Airbnb)
- launch and growth strategies
- matching dynamics
- governance and trust

Socially responsible operations:

- sustainable operations and supply chains
- an operations perspective on the UN SDGs
- Life cycle assessment (LCA)
- triple bottom line
- ethical aspects of SCM (e.g., ethical procurement)
- supply chain transparency and traceability
- labour practices / modern slavery
- disclosure and compliance

Impact Measurement and Management:

- measuring, managing, and maximizing the positive impact of operations
- stakeholder accountability and learning
- social impact skills

Global operations and supply chains:

- operations in a complex world
- offshoring, re-shoring, near-shoring decisions
- supply chain resilience

Conclusions:

- the roles of business operations consultants in promoting change

Learning outcomes

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

- Recognise and explain the roles of business operations consultants in a variety of organisations.
- Examine the uses and limitations of business operations processes and theories.
- Demonstrate critical thinking and communication skills.

Indicative reading list

Reading lists can be found in Talis

Research element

Link to current research on operations management tools.

International

Link to different national and organizational contexts in both core content and case studies.

Subject specific skills

Apply various tools and frameworks that are normally deployed in the business operations consulting industry.

Analyse and critique the roles of technology (including artificial intelligence) in different contexts.

Transferable skills

Conduct independent research using primary and secondary data.

Examine and critique a variety of scenarios where consultants (in house and external) interact with clients.

Demonstrate presentation skills.

Study

Study time

Type	Required
Lectures	10 sessions of 1 hour (7%)
Seminars	9 sessions of 1 hour (6%)
Online learning (independent)	10 sessions of 1 hour (7%)
Private study	48 hours (32%)
Assessment	73 hours (49%)
Total	150 hours

Private study description

Private Study.

Costs

No further costs have been identified for this module.

Assessment

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

Assessment group A1

	Weighting	Study time	Eligible for self-certification
Assessment component			
Individual Assignment	80%	58 hours	Yes (extension)
Reassessment component is the same			
Assessment component			
Group Presentation Presentation (8 minutes max) + 1000 word report	20%	15 hours	No
Reassessment component			
Individual Presentation Video Presentation (5 minutes max) + 1000 word report			Yes (extension)

Feedback on assessment

Feedback via My.WBS.

Availability

Courses

This module is Optional for:

- Year 2 of UIBA-NN02 BSC International Management with Marketing
- Year 2 of UIBA-NN01 BSC Management with Marketing
- Year 2 of UIBA-NN03 BSC Management with Marketing (With Placement Year)
- Year 2 of UECA-L1N3 BSc Economics and Management with Placement Year
- UIBA-N20B BSc in Management
    - Year 2 of N20B Management
    - Year 2 of N20B Management
    - Year 2 of N23K Management with Accounting
    - Year 2 of N234 Management with Digital Business
    - Year 2 of N235 Management with Entrepreneurship
    - Year 2 of N232 Management with Finance
    - Year 2 of N252 Management with Marketing
    - Year 2 of N23L Management with Strategy and Organisation

- Year 2 of UIBA-N400 Undergraduate Accounting and Finance
- UIBA-N404 Undergraduate Accounting and Finance (with Foundation Year and Placement/Undergraduate Partnership Programme)
    - Year 3 of N4N7 Accounting and Finance (Foundation Year and Intercalated)
    - Year 3 of N404 Accounting and Finance (Foundation Year and Placement)
    - Year 3 of N405 Accounting and Finance (Foundation Year and UPP)
    - Year 3 of N403 Accounting and Finance (with Foundation Year)
- Year 3 of UIBA-N403 Undergraduate Accounting and Finance (with Foundation Year)
- UIBA-N401 Undergraduate Accounting and Finance (with Placement Year/Undergraduate Partnership Programme)
    - Year 2 of N401 Accounting and Finance (Placement)
    - Year 2 of N402 Accounting and Finance (Undergraduate Partnership Programme)
- Year 1 of UIOA-EEU Undergraduate EU Exchange
- Year 2 of UECA-L1N2 Undergraduate Economics and Management
- Year 2 of UGEA-RN21 Undergraduate German and Business Studies
- Year 2 of UIPA-L8N1 Undergraduate Global Sustainable Development and Business
- Year 2 of UIPA-L8N2 Undergraduate Global Sustainable Development and Business Studies (with Intercalated Year)
- UIBA-N20F Undergraduate International Management
    - Year 2 of N20F International Management
    - Year 2 of N20F International Management
    - Year 2 of N20S International Management (with Accounting)
    - Year 2 of N20T International Management (with Chinese)
    - Year 2 of N20P International Management (with Entrepreneurship)
    - Year 2 of N20M International Management (with Finance)
    - Year 2 of N20U International Management (with French)
    - Year 2 of N20L International Management (with Marketing)
    - Year 2 of N20V International Management (with Spanish)
    - Year 2 of N20W International Management (with Strategy and Organisation)
    - Year 2 of N20N International Management with Digital Business
    - Year 2 of N20E Management (with Foundation Year)
    - Year 2 of N234 Management with Digital Business
- UIBA-N220 Undergraduate International Management (with Foundation Year)
    - Year 3 of N220 International Management (with Foundation Year)
    - Year 3 of N221 International Management with Accounting (with Foundation Year)
    - Year 3 of N226 International Management with Chinese (with Foundation Year)
    - Year 3 of N223 International Management with Digital Business (with Foundation Year)
    - Year 3 of N224 International Management with Entrepreneurship (with Foundation Year)
    - Year 3 of N222 International Management with Finance (with Foundation Year)
    - Year 3 of N227 International Management with French (with Foundation Year)
    - Year 3 of N225 International Management with Marketing (with Foundation Year)
    - Year 3 of N228 International Management with Spanish (with Foundation Year)
    - Year 3 of N229 International Management with Strategy and Organisation (with Foundation Year)
- UIBA-N20J Undergraduate Management (with Foundation Year and Placement

Year/Undergraduate Partnership Programme)
    - Year 3 of N20J Management (Foundation Year and Placement)
    - Year 3 of N20K Management (Foundation Year and UPP)
    - Year 3 of N23H Management with Digital Business (with Foundation Year and Placement Year)
    - Year 3 of N23J Management with Entrepreneurship (with Foundation Year and Placement Year)
    - Year 3 of N23G Management with Finance (with Foundation Year and Placement Year)
    - Year 3 of N255 Management with Marketing (with Foundation Year and Placement Year)
- UIBA-N20E Undergraduate Management (with Foundation Year)
    - Year 3 of N20E Management (with Foundation Year)
    - Year 3 of N23N Management with Accounting (with Foundation Year and Placement Year)
    - Year 3 of N23M Management with Accounting (with Foundation Year)
    - Year 3 of N23E Management with Digital Business (with Foundation Year)
    - Year 3 of N23F Management with Entrepreneurship (with Foundation Year)
    - Year 3 of N23D Management with Finance (with Foundation Year)
    - Year 3 of N252 Management with Marketing
    - Year 3 of N254 Management with Marketing (with Foundation Year)
    - Year 3 of N23P Management with Strategy and Organisation (with Foundation Year)
- UIBA-N20C Undergraduate Management (with Placement Year/Undergraduate Partnership Programme)
    - Year 2 of N20M International Management (with Finance)
    - Year 2 of N20B Management
    - Year 2 of N20D Management (Undergraduate Partnership Programme)
    - Year 2 of N20C Management (with Placement Year)
    - Year 2 of N20Q Management with Accounting (with Placement Year)
    - Year 2 of N236 Management with Digital Business (with Placement Year)
    - Year 2 of N235 Management with Entrepreneurship
    - Year 2 of N237 Management with Entrepreneurship (with Placement Year)
    - Year 2 of N232 Management with Finance
    - Year 2 of N233 Management with Finance (with Placement Year)
    - Year 2 of N253 Management with Marketing (with Placement Year)
    - Year 2 of N23L Management with Strategy and Organisation
    - Year 2 of N20R Management with Strategy and Organisation (with Placement Year)
- UIOA-EOS Undergraduate Overseas Exchange
    - Year 1 of UEOS Undergraduate Overseas Exchange
    - Year 1 of UEOS Undergraduate Overseas Exchange
- Year 1 of UIOA-EUS Undergraduate USA Exchange