

IB9HQ-15 Operations Management

26/27

Department

Warwick Business School

Level

Taught Postgraduate Level

Module leader

Rhian Silvestro

Credit value

15

Module duration

9 weeks

Assessment

100% coursework

Study location

University of Warwick main campus, Coventry

Description

Introductory description

This is the introductory Operations Management module. It establishes the basic principles and theories in OM based on a European tradition of the subject. This module focuses at the levels of the Operation and the Process, not Supply Network.

[Module web page](#)

Module aims

The module aims to:

- introduce core OM topics across production/ service and hybrid operations.
- enable student to demonstrate Operations Management concepts across for profit, not for profit and 3rd sector organizations.
- help student to use theory, frameworks and practical examples (including case work) to explain the 4 phases of activity in an operation: 1) Design, 2) Delivery, 3) Development and 4) Direct (strategy in operations).
- cover the core disciplines of Quality Management, Process Design and Analysis, Operations Improvement and Production Planning and Control.
- enable students to develop an understanding of the relationship between the Operation and the Strategy, highlighting the role of emergent strategy, and competitive advantage developed

through operational capability.

-introduce concepts of sustainability and corporate social responsibility and demonstrate how Operations Management can contribute to the implementation of environmental, societal and governance (ESG) agendas.

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.

Topic themes:

Operations and Strategy

The role of Operations Management in contributing to sustainability and social corporate responsibility agendas

Process Design and Analysis

Production Planning and Control (Capacity Management)

Quality a) In Production Environments b) In Service Environments

Operations Improvement

Lean Thinking

Learning outcomes

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

- Demonstrate an understanding of the main critical works in operations management
- Demonstrate an understanding of the role of Operations Management in creating and sustaining competitive advantage, and in contributing to the implementation of environmental, societal and governance (ESG) strategies.
- Demonstrate an understanding of the process design and analysis, and the management of supply and demand in operations networks.
- Demonstrate an understanding of the principles and methods used in the improvement of product and service operations.
- Challenge a variety of concepts and models
- Critically analyse case studies to propose potential business solutions as they relate to operations management.

Indicative reading list

[Reading lists can be found in Talis](#)

Interdisciplinary

Interfaces between OM and other functional departments and external partners are explored in the module.

International

The module draws on international case studies in a variety of different manufacturing and service contexts; best practices are drawn from companies across the globe. The international mix of students also creates opportunities to debate the transferability of OM practices across cultures and service contexts, including for profits, public sector organisations, for-profits, B2C and B2B services, best practices.

Subject specific skills

Demonstrate an awareness of practical managerial issues in operations management, as well as some generic solutions.

Apply concepts and techniques in a variety of settings and for a range of products and services.

Transferable skills

Demonstrate problem solving skills developed through analysing business problems in cases.

Demonstrate oral and written communication skills

Study

Study time

Type	Required
Online learning (scheduled sessions)	9 sessions of 1 hour (6%)
Other activity	18 hours (12%)
Private study	49 hours (33%)
Assessment	74 hours (49%)
Total	150 hours

Private study description

Private study to include preparation for lectures and own reading

Other activity description

9 x 2 hrs workshops F2F

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 A2

	Weighting	Study time	Eligible for self-certification
Assessment component			
Individual Assignment 2,500 words	80%	59 hours	Yes (extension)
Reassessment component is the same			
Assessment component			
Group Work 15 minute group presentation	20%	15 hours	No
Reassessment component			
Individual assignment 1000 words			Yes (extension)

Feedback on assessment

Assessments are graded using standard University Postgraduate Marking Criteria and written feedback is provided.

Availability

Courses

Course availability information is based on the current academic year, so it may change.
This module is Core for:

- Year 1 of TIBS-N1QG Postgraduate Taught Business with Operations Management