

BN2216 – OPERATIONS MANAGEMENT

Module Number: BN2216

Module Title: Operations Management

Number of Aston Credits: 10

Total Number of ECTS Credits: 5
(European Credit Transfer)

Staff Member Responsible for the Module:

Dr Andrew Greasley
Operations & Information Management Group

ABS Building, Room ABS263, Extension 3110
Email: a.greasley@aston.ac.uk

Availability: Please see office hours on door or group administrator, John Morley, ABS266, Extension 3236

Other Staff Contributing to the Module:

Mr Chris Owen
Operations & Information Management Group

ABS Building, Room TBC, Extension TBC
Email: TBC

Availability: Please see office hours on door or group administrator, John Morley, ABS 266, Extension 3236

Pre-Requisite(s) for the Module: None

Module Learning Outcomes:

The aim of any industrial, service, public sector or retail operation is to deliver goods and services of the quality, quantity, cost and availability that will satisfy the customer's needs while at the same time making the most effective use of resources. This can only be achieved by giving attention to the design of products, processes and work for employees, and through the competent planning and control of operations. The subject of Operations Management addresses these issues, so this module will provide an understanding of the role of Operations Management and how it contributes to business competitiveness.

Upon successful completion of the module students will be able to:

1. Analyse the characteristics of operations systems and the various approaches that may be adopted in their design.

BN2216 – OPERATIONS MANAGEMENT

2. Apply techniques available for the management of operations.
3. Use frameworks to generate strategies for the design, planning and control of manufacturing and service operations.

Module Content:

Week 1	The nature and scope of Operations Management: Definition, Operations Types, The Activities of Operations Managers, Operations Performance Objectives.
Week 2	Operations Strategy: Linking operations to corporate and marketing decisions, the Hill framework.
Week 3	Design of Operations Systems: Process Types in Manufacturing, Group Technology, Process Types in Services.
Week 4	Product and Service Design: Steps in Product Design, Service concept and package.
Week 5	Process Design
Week 6	Capacity Management: Capacity Planning, Steps in Capacity Planning and Control.
Week 7	Supply Chain Management
Week 8	Just-In-Time Management: JIT as a philosophy, JIT as a set of tools and techniques
Week 9	Quality Management: The Quality Guru's, Definition of TQM, Quality systems and procedures, TQM implementation
Week 10	Project Management: Project characteristics, Steps in Project Planning and Control, Critical Path Analysis.

International Dimensions:

Comparative studies of different operations systems design, planning and control systems, and quality management philosophies (i.e. conventional Western systems, Japanese manufacturing techniques, etc).

Corporate Connections:

The lecturer will draw on his experience as a consultant for manufacturing and service organisations and from European case study material.

BN2216 – OPERATIONS MANAGEMENT

Links with Research

Research is ongoing in support of the set text authored by the module leader. Current research includes a simulation study of an operations logistics system in the UK.

Learning and Teaching Rationale and Methods:

Lectures, directed reading and tutorials. Tutorials start in week 3 and are attended alternate weeks over 8 weeks giving a contact time of 4 hours per student.

Contact and Directed Learning	
Lectures	10 hours
Tutorials	4 hours
Examination	1.5 hours
Indirect Learning	
Exam revision	34.5 hours
Reading	50 hours
Total	100 hours

Ethical Approval:

This module does not require any primary research and no ethical approval will be necessary.

Assessment and Feedback Rationale and Methods:

The assessment includes a 1.5 hour, open book examination which takes the form of a multiple choice examination.

The examination addresses objectives 1 and 2, and to a lesser extent objective 3.

Formative feedback will be provided by the web site that accompanies the set text. This provides a question bank of multiple-choice questions with feedback and correct answers supplied.

Students are encouraged to utilise lecturer office hours to obtain more detailed feedback and advice.