# C18GO Operations Management (GLA)

## COURSE DETAILS

**Course Code:** C18GO  
**Full Course Title:** Operations Management (GLA)  
**SCQF Level:** 8  
**SCAF Credits:** 15  
**Available as Elective:** No

## DELIVERY LEVEL

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## COURSE AIMS

- To acquire knowledge about managing operations & resources in organisations of various sizes; private, public & not-for-profit.  
- To explore basic strategic & managerial perspectives & frameworks of operating systems.  
- To develop an understanding of the many internal & external factors that impact on the development of effective operating systems.  
- To recognise & appreciate the role of technology & its impact on operations management.  
- To appreciate the impact decisions made by operations managers have on an organisation's competitive performance.  
- To evaluate the role of the Operations Manager.  
- To explore the international dimension of Operations Management.

## LEARNING OUTCOMES – SUBJECT MASTERY

Describe & explain the operations management concepts and techniques which can be used to support management decision making.

Understand and use new developments in operations management thinking.

Solve real operational problems by the application of theoretical and analytical operational models.

Develop the ability to research a particular dimension of operations management.

Develop analytical & evaluation skills.

## LEARNING OUTCOMES – PERSONAL ABILITIES

Demonstrate an interest and awareness of current developments in operations management.
Explain the subjective, ever-changing and uncertain nature of the environment within which operations managers operate.

Work independently and as part of a group.

Develop time and project management skills.

Communicate and present ideas effectively by written and verbal means.

SYLLABUS

The syllabus covers a range of issues regarding the course topic. An indicative syllabus is:

- Operations management and strategy
- Social, environmental and economic performance
- Product and service design
- Process design
- Facilities location, layout and flow
- Supply network design
- Capacity management
- Inventory management
- Planning and control
- Lean synchronisation
- Quality and operations improvement

COURSE RELATIONSHIPS

N/A

LOCATION AND ASSESSMENT METHODS

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