### COURSE DETAILS

<table>
<thead>
<tr>
<th>Course Code:</th>
<th>C18OP</th>
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<tbody>
<tr>
<td>Full Course Title:</td>
<td>Operations Management</td>
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<tr>
<td>SCQF Level:</td>
<td>8</td>
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<td>SCAF Credits:</td>
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<td>Available as Elective:</td>
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### DELIVERY LEVEL

| Undergraduate: | Yes | Postgraduate Taught: | No | Postgraduate Research: | No |

### 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.
C18OP Operations Management

- Develop time and project management skills.
- Communicate and present ideas effectively by written and verbal means.

SYLLABUS

- 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

LOCATION AND ASSESSMENT METHODS

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N/A

COURSE RELATIONSHIPS