# Course Details

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

## 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.

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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