

Module Code:	BUS656
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Module Title:	Strategic International Operations
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Level:	6	Credit Value:	16
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Cost Centre(s):	GABP	JACS3 code:	N120
		HECOS code:	100080

Faculty:	FSLS	Module Leader:	Chan Kuan Thye
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Scheduled learning and teaching hours	56hrs
Guided independent study	104 hrs
Placement	
Module duration (total hours)	160 hrs

Programme(s) in which to be offered (not including exit awards)	Core	Option
BA (Hons) Business Administration (Level 6 Top Up)	✓	<input type="checkbox"/>

Pre-requisites

Office use only

Initial approval August 2018
With effect from: 01/05/2019
Date and details of revision:

Version no: 1

Version no:

Module Aims

MA 1: To give students an opportunity to explore how different organizations manage their operations strategically in a global environment.

MA 2: To enable students to think systemically about fundamental processes and management skills involved in international operation.

Intended Learning Outcomes

Key skills for employability

KS1	Written, oral and media communication skills
KS2	Leadership, team working and networking skills
KS3	Opportunity, creativity and problem solving skills
KS4	Information technology skills and digital literacy
KS5	Information management skills
KS6	Research skills
KS7	Intercultural and sustainability skills
KS8	Career management skills
KS9	Learning to learn (managing personal and professional development, self-management)
KS10	Numeracy

At the end of this module, students will be able to

Key Skills

1	Analyse key operational performance criteria for each area of operation activities and pinpoint the critical issues for international operation for performance improvement.	KS8	
		KS2	
		KS10	
2	Critically evaluate the crucial components of international operation's strategic vision and the factors that influence the decision required by the Operation manager.	KS2	
		KS5	
		KS2	
3	Evaluate customer value in a service/manufactured product and discuss how international operations can increase customer value and contribute to the competitive advantage of the firm.	KS2	
		KS7	
		KS5	
4	Identify the tools and techniques that operation managers use to support the four main strategies of quality, cost minimization, customer responsiveness and innovation.PL 3)	KS10	
		KS9	
		KS1	
5	Apply operation management frameworks for designing, diagnosing and improving operation both in domestic and international context.	KS1	
		KS8	
		KS10	

Transferable skills and other attributes

Type of Skill	Skills development	Method of assessment
Communication skills	Class interaction,	Assignment Presentation
Writing skill	Lecture and Independent Learning	Assignment

Problem solving skill	Case studies	Assignment
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Derogations
<i>None</i>

Assessment: Final Exam (100%)					
Indicative Assessment Tasks:					
Assessment One: Critically evaluate and analyze the inventory management system of an organization of your choice. (2000, words, individual essay)					
Assessment Two: Present an operations analysis of an international organization operating in Malaysia. (approx. 300, words, group presentation).					
Assessment number	Learning Outcomes to be met	Type of assessment	Weighting (%)	Duration (if exam)	Word count (or equivalent if appropriate)
1	LO1-LO3	Essay	60		2000
2	LO4-LO5	Group Project	40		300

Learning and Teaching Strategies:
Lecture, tutorial, consultation and group discussion

Syllabus outline:				
Content outline of the course / module and the SLT per topic	L	T	O	A
Introduction to the module				
Global operations	4	1	6	
Risk Management in Global Operation	4	1	6	
Global Operation Strategies	6	2	10	
International Outsourcing and Supplier network Development	4	1	6	
International Quality Management	4	1	6	
Global Supply Chain Management	4	1	6	
Lean Systems and Six Sigma	4	1	6	
Performance Measurement	4	1	6	
Information Management for Global Operation	4	1	6	

Global Operation Practice	4	1	6	
Individual assignment			30	
Group assignment			12	1
<i>Sub-Total</i>	42	11	106	1
<i>Total</i>	160			
Credit	4			

Indicative Bibliography:

Brown.S, Bessant, J. and Fu Jia. (2018) Strategic Operations Management .4th Ed. Oxon: Routledge

Heizer. J. & Render . B. (2016) Principles of Operations Management. 10th Ed. Prentice Hall, London

Essential reading

Bozarth, C.B. & Handfied. R. B (2016) *Introduction to Operations & Supply Chain Management*, Prentice Hall.4th ed.,

Krajewski, L.J.; Ritzman, L.P; & Malhotra, M.K (2015) *Operations Management: Processes and Supply Chain*, Prentice Hall.11th ed.,

Other indicative reading

Journal of Operations Management

Supply Chain Management: An International Journal