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Refer to guidance notes for completion of each section of the specification.

<b>Module Code:</b>	BUS482
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<b>Module Title:</b>	Business Operations Management
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<b>Level:</b>	4	<b>Credit Value:</b>	20
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<b>Cost Centre(s):</b>	GDZB	<b>HECoS code:</b>	100078
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<b>Faculty:</b>	SLS	<b>Module Leader:</b>	Gaenor Roberts
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Scheduled learning and teaching hours	32 hrs
Placement tutor support	0 hrs
Supervised learning eg practical classes, workshops	4 hrs
Project supervision (level 6 projects and dissertation modules only)	0 hrs
<b>Total contact hours</b>	<b>36 hrs</b>
Placement / work based learning	<b>0 hrs</b>
Guided independent study	164 hrs
<b>Module duration (total hours)</b>	<b>200 hrs</b>

<b>Programme(s) in which to be offered (not including exit awards)</b>	Core	Option
Standalone module Affiliated to BA(Hons) Business for QAA purposes	<input type="checkbox"/>	<input checked="" type="checkbox"/>

<b>Pre-requisites</b>
None

<b>Office use only</b>	
Initial approval: 08/10/2020	Version no: 1
With effect from: 08/10/2020	
Date and details of revision:	Version no:

## Module Aims

The overall aim of this module is to introduce students to the work practices associated with the design and control of business operations. This includes providing students with a practical toolkit and a range of techniques that can be deployed to support the business processes and major operational issues that confront business managers. It also includes an understanding of the span of business operations management including research and development, design/engineering, production operations, marketing, sales, support and customer service.

## Module Learning Outcomes - at the end of this module, students will be able to

1	Describe the factors that influence the success of business operations using a range of different business operations models and work practices
2	Demonstrate an understanding of the ways in which business operations management can impact upon organisational effectiveness and efficiency.
3	Develop a range of tools and techniques to support the design and control of business operations.
4	Explain the effects of business process engineering and major operational issues that impact planned business outcomes.

<b>Employability Skills The Wrexham Glyndŵr Graduate</b>	<b>I = included in module content A = included in module assessment N/A = not applicable</b>
<i>Guidance: complete the matrix to indicate which of the following are included in the module content and/or assessment in alignment with the matrix provided in the programme specification.</i>	
<b>CORE ATTRIBUTES</b>	
Engaged	I
Creative	I
Enterprising	I
Ethical	I
<b>KEY ATTITUDES</b>	
Commitment	I
Curiosity	I
Resilient	I
Confidence	I
Adaptability	I
<b>PRACTICAL SKILLSETS</b>	
Digital fluency	I
Organisation	I
Leadership and team working	I
Critical thinking	I
Emotional intelligence	I

<b>Employability Skills</b> <b>The Wrexham Glyndŵr Graduate</b>	<b>I = included in module content</b> <b>A = included in module assessment</b> <b>N/A = not applicable</b>
Communication	I
<b>Derogations</b>	
None	

<b>Assessment:</b>			
Indicative Assessment Tasks:			
<p>Students will be required to complete an online discussion forum on each weekly topic. The forums will enable students to reflect and demonstrate their learning. The minimum expectation for the total word count is 2,000 words.</p>			
Assessment number	Learning Outcomes to be met	Type of assessment	Weighting (%)
1	1 to 4	Learning logs/journals	100

<b>Learning and Teaching Strategies:</b>
<p>This module will be delivered entirely online and the learning and teaching strategies will be accessible and wide-ranging in order to cater for a diverse audience. It is anticipated that content will take the form of recorded lectures, supporting signposts to learning materials such as links to videos, a Moodle book if appropriate and further reading, asynchronous tutorials via discussion forums and live dialogic forums to stimulate thinking. Students will be expected to engage with all content.</p> <p>The delivery for the eight week short course will include:</p> <ul style="list-style-type: none"> <li>• 1 x recorded lecture per week</li> <li>• Supporting signposts to learning material on Moodle, such as links to videos (e.g. TED talks),</li> <li>• A Moodle book if appropriate and further reading</li> <li>• Material to support the delivery of 6 x Asynchronous tutorials</li> <li>• Delivery of Dialogic forums</li> </ul>

## Syllabus outline:

Indicative topics for this module's syllabus include:

- Introduction to Business Operations Management
- Process flow and capacity management
- Lean operations and quality control
- Supply chain management
- Risk assessment and mitigation
- Tool kits and techniques for business operations planning
- Implementing a business operations plan prioritising human and material resources
- Adapting to evolving risks and opportunities

## Indicative Bibliography:

### Essential reading

Slack, N. and Alistair Brandon-Jones (2019). *Operations management*. Harlow, England; New York: Pearson.

### Other indicative reading

Heizer, J., Render, B. and Munson, C. (2020). *Operations management : sustainability and supply chain management*. Boston: Pearson.

Grant, D.B., Trautrim, A. and Chee Yew Wong (2017). *Sustainable logistics and supply chain management : principles and practices for sustainable operations and management*. New York: Kogan Page Ltd.

### **Websites**

<http://www.euroma-online.org/>

<https://www.poms.org/>

<https://www.informs.org/>

<http://om.aomonline.org/>

<https://www.apms-conference.org/>

<http://www.ipsera.com/>

<https://blogs.anderson.ucla.edu/global-supply-chain/>

<http://supplychainmit.com/>

<https://www.mckinsey.com/business-functions/operations/our-insights>

<https://ciltuk.org.uk/About-Us/Professional-Sectors-Forums/Sectors/Operations-Management>

<https://operationsroom.wordpress.com/>

<https://heizerrenderom.wordpress.com/>