

School / Faculty: Federation Business School

Course Title: OPERATIONS MANAGEMENT

Course ID: BUMGT6935

Credit Points: 15.00

Prerequisite(s): Nil

Co-requisite(s): Nil

Exclusion(s): Nil

ASCED Code: 080301

Grading Scheme: Graded (HD, D, C, etc.)

Program Level:

AQF Level of Program						
	5	6	7	8	9	10
Level						
Introductory	■	■	■	■	✓	■
Intermediate	■	■	■	■	■	■
Advanced	■	■	■	■	■	■

Learning Outcomes:

Knowledge:

- K1.** Identify the relationship and examine the importance of operations strategy, operations objectives to firm’s business strategy and competitive setting
- K2.** Employ the transformation process to analyse and measure the performance of operations activities
- K3.** Appraise the key factors influencing a good layout design and examine the differences between manufacturing and service industry
- K4.** Analyse the volume-variety effect on process design and specify the impact of strategic performance objectives on process/product/service design objectives and performance
- K5.** Examine and evaluate how the management of capacity and demand decisions affect corporate performance
- K6.** Critique the differences between traditional quality control vs. Total Quality Management (TQM) and criticism to TQM

Skills:

- S1.** Develop effective communication skills to present ideas and solutions to specialist and non-specialist audiences
- S2.** Evaluate and justify decisions on chasing and level strategy in capacity planning and control

Course Outline (Higher Education)

BUMGT6935 OPERATIONS MANAGEMENT

- S3.** Justify and recommend outsourcing strategy and location facilities based on operations theory
- S4.** Analyse and evaluate the effectiveness of firm's operations strategy and operations system in its competitive setting and provide appropriate improvement solutions

Application of knowledge and skills:

- A1.** With initiative to deploy analytical methods and techniques in process design, control and improvement to improve the process effectiveness and efficiency in different operations context
- A2.** Use high level personal autonomy and accountability to diagnose a client's operations problems and provide appropriate solutions to improve on (or develop a new) operations strategy

Course Content:

Topics may include:

- Role of Operations Management
- Operations Strategy
- Design of Products and Services
- Design of Process, Layout and Flow
- Capacity Planning and Control
- Inventory management
- Quality Management and Operations Improvement
- Operations and Corporate social responsibility

Values and Graduate Attributes:

Values:

- V1.** Conduct operations management decisions in an ethical and socially responsible manner.
- V2.** Appreciate the complexity of systems and human behaviour in operations management.

Graduate Attributes:

FedUni graduate attributes statement. To have graduates with knowledge, skills and competence that enable them to stand out as critical, creative and enquiring learners who are capable, flexible and work ready, and responsible, ethical and engaged citizens.

Course Outline (Higher Education)

BUMGT6935 OPERATIONS MANAGEMENT

Attribute	Brief Description	Focus
Knowledge, skills and competence	Various case studies, real world operations practice discussions will reinforce the need to broaden and deepen students' involvement with course material and motivate them to seek out further opportunities to apply and practice their operations management skills and techniques.	Medium
Critical, creative and enquiring learners	Operations Management will contribute to the rounding of the graduates' business management capacity, providing them with a variety of tools and techniques in different decision areas, which help them make and contribute to independent and effective decisions.	High
Capable, flexible and work ready	Group field work reinforces the importance of contributing to and collaborating with a diverse student cohort which prepares them for career and community engagement.	Medium
Responsible, ethical and engaged citizens	In-class exercises, case discussions and assignments will create a general awareness of corporate social responsibility that will allow them to appreciate the importance of adhering to ethical practices and design and implement social responsible operations systems.	Medium

Learning Task and Assessment:

Learning Outcomes Assessed	Assessment Task	Assessment Type	Weighting
K1,K2 S1,S4	Individual research project requiring critical evaluation and academic writing	Individual Report	10-20%
K2,K3,K4 S1,S2,S4 A1,A2	Discover, diagnose, design and provide solutions to client issues	Written Project	30-40%
K1,K2,K3,K4,K5,K6 S2,S3 A2	Demonstrate required operations management knowledge level and skills in different problem solving scenarios	Exam	40-60%

Adopted Reference Style:

APA