

# Operations Management

## Course description

Operations management relates to the scoping, planning, directing and controlling of the facilities, processes and people required to transform resources into products and services. The principles of operations management are used in every industry and every environment. All organizations perform the functions of strategic planning, process design, supply chain management, forecasting and scheduling, work management, innovation and quality management. The same skills are required whether operations managers are working in private manufacturing organizations, the public sector, service organizations or not for profit businesses.

## Course Introduction

The aim of this course is to provide students with both a theoretical and practical understanding of how operations management fits in with other management functions in today's business environment. It will consider key aspects of operations management in different sectors and will aim to allow students to understand the key challenges facing operations managers today and in the future.

## Module Content

Indicative Content includes:

- Introduction to Operations Management
- Winning Customers and Competing Effectively
- Operations Processes and Life Cycles
- Managing Inventory and Supply Chain Relationships
- Managing Capacity and Demand
- Managing Queuing and Customer Satisfaction
- Quality Management and Continuous Improvement
- Lean Production and Operations Strategy