

Module Syllabus

Course	Post Graduate Diploma in Management
Module Title	Operations Management
Module Syllabus no. (if any)	
Year offered	2012
Start date	Feb 2012 / Sep 2012
End date	Feb 2013/ Sep 2013
Syllabus / Content / Learning Outcomes	<p>On successful completion of this module the student will be expected to be able to display the understanding of:</p> <ul style="list-style-type: none"> ✓ Typologies of operational management and their environments ✓ Resource transformational systems for products and services ✓ Operational strategy and interdependencies with organisational level strategy ✓ Basis of performance and competition ✓ Design principles for services and products ✓ Processes and process technologies: ✓ Networks: cross-functional, intra and extra organisational ✓ Location, layout and workflow of transforming resources ✓ Work study and job design ✓ Capacities and optimal use of resources ✓ Logistics and Distribution ✓ Quality management and standards ✓ Maintenance of resources ✓ Operations improvement ✓ Failure prevention and recovery ✓ Problem management and decision-making, including data collection and analysis ✓ Project Management basics ✓ Contemporary issues, including globalisation, business ethics and the environment
No of teaching hours	24 Hours
Teaching Methods	Lectures, tutorials, case-studies analysis, research journals and group discussion.
Assessment Methods and Weightages	4000 Word Assignment (100%)
Skills for maximising learning outcomes	Reading and research
Dates of examinations, major assessments and assignments	May, 2012 / Dec, 2012 / May, 2013
Recommended text	Jay .H and Barry .R (2011) Operations Management 10/E, Prentice Hall
Additional reference texts (if any)	
Additional Remarks (if any)	

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Lesson No.	Learning Outcome
1	Typologies of operational management and their environments Resource transformational systems for products and services
2	Operational strategy and interdependencies with organisational level strategy Basis of performance and competition
3	Design principles for services and products Processes and process technologies Networks: cross-functional, intra and extra organisational
4	Location, layout and workflow of transforming resources Work study and job design
5	Capacities and optimal use of resources Logistics and Distribution Quality management and standards
6	Maintenance of resources Operations improvement
7	Failure prevention and recovery Problem management and decision-making, including data collection and analysis
8	Project Management basics Contemporary issues, including globalisation, business ethics and the environment