

AMITY GLOBAL INSTITUTE

MODULE SYLLABUS

Course	Master of Science in Supply Chain Management and Global Logistics (University of London)
Module Title	Operations and Process Management
Module Syllabus No. (if any)	SCM030
Syllabus / Content / Learning Outcomes	<p>This module is offered to provide supply chain professionals with a foundational knowledge in operations management. The objectives of this module are to:</p> <ol style="list-style-type: none"> 1. Understand the process-based view of an organisation and how it can be applied at the functional, organisational and inter-organisational level. 2. Introduce a range of operations-related decisions for designing, developing and improving the creation and delivery of products and services. 3. Recognise the challenges in managing operations in the presence of the conflicting priorities of leanness and agility. 4. Present the tools managers utilise in dealing with those operations challenges in order to achieve sustainable and resilient operations. 5. Provide the skills necessary to apply those tools and assess their relevance, strengths and weaknesses under different scenarios.
No. of Teaching Hours	Contact Hours – Lectures, Seminars & online activity (22 x 3) = 66 Independent Preparation, pre-reading and analysis = 84 TOTAL = 150
Teaching Methods	Lectures, tutorials, case-studies analysis, research journals and group discussion.
Assessment Methods and Weightages	Module assessment will be based on one two-hour unseen written examination (70%) and a 2500 word report on either a self-selected or tutor provided company, analysing the major operations challenges, and providing reasonable recommendations for operations improvements (30%).
Skills for Maximising Learning Outcomes	Reading and research
Dates of Examinations, Major Assessments and Assignments	Please refer to www.london.ac.uk exam tables June, August/September, December and February/March
Topics covered	<ul style="list-style-type: none"> • Operations and Process Management <ul style="list-style-type: none"> - The Process View of Organisations - Operations Strategy and Performance • Process Flow Metrics <ul style="list-style-type: none"> - Flow Measures and Flow-Time Analysis - Flow Rate and Capacity Analysis - Inventory Analysis and Management • Process Flow Variability <ul style="list-style-type: none"> - Flow Variability and Safety Capacity - Flow Variability and Safety Inventory • Process Integration and Improvement <ul style="list-style-type: none"> - Lean Synchronisation and Process Control - Coordination in Processing Networks • Sustainable Operations Management

Note: All Information provided to Amity will be kept strictly confidential except for those required under statutory requirements and by government authorities and relevant university partners and accreditation bodies as part of the regulatory or course requirements.