



Course information 2025-26

MN3197 Operations Management

General information

MODULE LEVEL: 6

CREDIT: 30

NOTIONAL STUDY TIME: 300 hours

MODE: Online Taught Only

Summary

Operations management is a key function in every organisation. It is concerned with the processes that transform inputs into goods and services. This course provides an introduction to key frameworks and techniques in operations management.

Conditions

Please refer to the relevant programme structure in the EMFSS Programme Regulations to check:

- where this course can be placed on your degree structure; and
- details of prerequisites and corequisites for this course.

You should also refer to the Exclusions list in the EMFSS Programme Regulations to check if any exclusions apply for this course.

Aims and objectives

The main aim of this course is to introduce students to key concepts, theories and techniques used in operations management, and their practical applications. The course draws on both qualitative and quantitative frameworks.

By the end of the course, students will:

- have a sound understanding of some of the key ideas and tools of operations management,
- be able to critically analyse the operations of manufacturing and service organisations,
- appreciate the strategic importance of operational effectiveness for organisations.

Learning outcomes

At the end of the course and having completed the essential reading and activities students should be able to:

- Develop an understanding of operations management in organisations.
- Explain fundamental frameworks and techniques in operations management.
- Apply these frameworks and techniques to solve problems and analyse practical applications.
- Identify operational issues and recommend solutions and evaluate the suitability of alternative solutions.

Employability skills

Below are the three most relevant employability skills that students acquire by undertaking this course which can be conveyed to future prospective employers:

1. Complex problem solving
2. Decision making
3. Communication

Essential reading

The readings for this course are from academic journals, the main textbook below and other sources:

Jacobs, F., & Chase, Richard B. (2023). Operations and supply chain management (17th ed.). McGraw-Hill Education International ed.

For full details, please refer to the readings within each unit of the course.

Assessment

This course is assessed by a three-hour and fifteen-minute closed-book written examination.

Syllabus

Designing processes, managing, and improving operations to deliver goods and services in line with customer expectations are key challenges for most organisations. This course will introduce students to the crucial managerial decisions involved in effective and efficient operations for both manufacturing and service organisations. Through a well-balanced syllabus between theory and practice, the students will be provided with a strong foundation for operations management using qualitative and quantitative frameworks.

Key topics to be considered include:

- Operations strategy.
- Sustainable operations.
- Manufacturing and service processes.
- Process analysis.
- Forecasting.
- Supply chain management.
- Inventory control.
- Quality management.
- Lean operations.