

## Liverpool John Moores University

Title: QUALITY AND OPERATIONS MANAGEMENT  
Status: Definitive  
Code: **5014KAPBM** (118060)  
Version Start Date: 01-08-2012

Owning School/Faculty: Liverpool Business School  
Teaching School/Faculty: Kaplan Financial London

Team	Leader
Jacqueline Douglas	Y

**Academic Level:** FHEQ5  
**Credit Value:** 24.00  
**Total Delivered Hours:** 78.00  
**Total Learning Hours:** 240  
**Private Study:** 162

### Delivery Options

Course typically offered: Standard Year Long

Component	Contact Hours
Lecture	39.000
Tutorial	39.000

**Grading Basis:** 40 %

### Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Essay	Essay	No set word limit.	50.0	
Essay	Essay	2,500 words.	50.0	

### Aims

1. To provide students with a good grounding in the principles of Operations and Quality Management processes;
2. To assess the impact of quality on all types of business activity;
3. To evaluate applications of quality control and assurance and Total Quality Management;
4. To develop skills and strategies that will allow the solving of real-world operations related problems.

## Learning Outcomes

After completing the module the student should be able to:

- LO 1 Select and apply operations management and quality management theories, models and tools to case study scenarios;
- LO 2 Investigate operations management issues independently and apply tools and techniques to measure process performance and solve problems in both manufacturing and service organizations;
- LO 3 Analyse the economic implications of quality management;
- LO 4 Review the function of quality standards and models;
- LO 5 Generate ideas on the role of customer satisfaction and loyalty in achieving excellence.

## Learning Outcomes of Assessments

The assessment item list is assessed via the learning outcomes listed:

Essay	LO	LO	LO	LO	LO
	1	2	3	4	5

Essay	LO	LO
	1	2

## Outline Syllabus

*Lectures are theme-based covering the following:*

- *Basic Operations Management principles;*
- *Quality history and definition;*
- *Problem solving and the Japanese tools of quality control;*
- *The Economics of Quality;*
- *Statistical process control and six sigma;*
- *Service quality management and measurement;*
- *Quality Standards;*
- *TQM;*
- *Service quality, customer satisfaction and loyalty.*

## Learning Activities

Lectures, tutorials, video, game and exercises.

## References

<b>Course Material</b>	Book
<b>Author</b>	Hill, T
<b>Publishing Year</b>	2011

<b>Title</b>	Essentials of Operations Management
<b>Subtitle</b>	
<b>Edition</b>	
<b>Publisher</b>	Oxford University Press
<b>ISBN</b>	

<b>Course Material</b>	Book
<b>Author</b>	Sower, V E
<b>Publishing Year</b>	2011
<b>Title</b>	Essentials of Quality
<b>Subtitle</b>	
<b>Edition</b>	
<b>Publisher</b>	Wiley
<b>ISBN</b>	

<b>Course Material</b>	Book
<b>Author</b>	Greasley, A
<b>Publishing Year</b>	2009
<b>Title</b>	Operations Management
<b>Subtitle</b>	
<b>Edition</b>	
<b>Publisher</b>	John Wiley and Sons, Chichester
<b>ISBN</b>	

<b>Course Material</b>	Book
<b>Author</b>	Heizer, J and Render, B
<b>Publishing Year</b>	2009
<b>Title</b>	Operations Management
<b>Subtitle</b>	
<b>Edition</b>	9th edition
<b>Publisher</b>	Pearson Education
<b>ISBN</b>	

<b>Course Material</b>	Book
<b>Author</b>	Jacobs, R, Chase, R B and Aquilano, N J
<b>Publishing Year</b>	2009
<b>Title</b>	Operations and Supply Management
<b>Subtitle</b>	
<b>Edition</b>	12th edition
<b>Publisher</b>	McGraw-Hill Education, Maidenhead
<b>ISBN</b>	

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## Notes

This module examines and evaluates quality management and operations management in the organizational context. It examines both hard and soft methods

in manufacturing and service contexts. It analyses the financial and strategic impacts of quality management. Formative feedback for this module will be provided during tutorial sessions.

Essentials of Operations Management, 2nd Edition. Prof Nigel Slack, Warwick Business School, Warwick University. Prof Alistair Brandon-Jones, University of Bath. Based on the market-leading Operations Management text, this is the ideal book for those wanting a more concise introduction to the subject, focusing on essential core topics, without compromising on the authoritative, clear and highly practical approach that has become the trademark of the authors. Revised and updated to reflect the ever-changing world of operations management, the book is rooted in real-life practice with a wealth of examples and case studies from different sectors and industries around the world. MyLab Operations Management not included. Management Essentials. Elevate Your Managerial Approach. Management Essentials, formerly known as Becoming a Better Manager, provides the real-world tools and strategies needed to excel in decision-making, implementation, organizational learning, and change management. Apply Now. What You'll Learn. Implement strategies, plans, and projects on time, on budget, and at the highest quality. Spearhead learning initiatives that enable your organization to improve and innovate. Manage and lead change in organizations of varying sizes. About the Professors. Joseph Fuller is a Professor of Management Practice in General Management and co-leads the Harvard Business School initiative Managing the Future of Work. Essentials of Operations Management . By Scott T. Young. To download Essentials of Operations Management eBook, you should refer to the hyperlink under. autos.cbslocal.com. autos.cbslocal.com/.../docs-essentials-of-operations-management-9788132102434.pdf. clipped from Google - 10/2020. 14 Jul 2020 This package includes a physical copy of Essentials of Operations Management , 1st edition by Nigel Slack, Alistair Brandon-Jones, and Robert 1c062ff37b605556bf75c750a7049b5c.profilkes.dinkes.kalbarprov.go.id. 1c062ff37b605556bf75c750a7049b5c.profilkes.dinkes.kalbarprov.go.id/essentials-of-operations-management-with-myomla.pdf. Operations management is the administration of business practices to create the highest level of efficiency possible within an organization. It is concerned with converting materials and labor into goods and services as efficiently as possible to maximize the profit of an organization. Operations management teams attempt to balance costs with revenue to achieve the highest net operating profit possible. 1:13. Operations Management. Key Takeaways. To be an effective operations management professional, one must be able to understand the processes that are essential to what a company does and get them to flow and work together seamlessly. The coordination involved in setting up business processes in an efficient way requires a solid understanding of logistics. Service Management: Operations, Strategy, and Information Technology. Jan 2011. J A Fitzsimmons. M J Fitzsimmons. Fitzsimmons, J.A. and Fitzsimmons, M.J. (2011) Service Management: Operations, Strategy, and Information Technology, 7th edn., McGraw-Hill. Core Concepts of Operations Management. Jan 2004. M A Vonderembse. G P White. Vonderembse, M.A. and White, G.P. (2004) Core Concepts of Operations Management, John Wiley & Sons. TQM: Text with Cases. Jan 2003.

Essentials of Operations Management is a brand new concise version of the market-leading text Operations Management. It has been developed for students on short courses in operations management for example, doing an initial course at undergraduate, postgraduate or post-experience level. In these books the author team have set the standards in Operations Management which other textbooks seek to emulate: Expert authorship, an engaging writing style, and an interesting collection of cases combine to expand. gbv.de. An operations manager needs to know about the production and manufacturing systems, material planning, strategic policies, and analysis of different processes. Operations management not only concerns about planning and organizing but also worries about the cost of production and other procedures. Lastly, the operations manager takes care of industrial labour relations. Historical background of the operations management. Hence, long-term planning becomes an essential part of the operation management's job. An effective way of forecasting demands helps in the improvement of processes as well as helps you in saving both time and cost of production. You can produce products of higher quality by controlling the quality and assessing and managing operational risks. Operations management is crucial for organizational success. It involves designing, planning, directing, and controlling all the processes in an efficient way to transform resources into quality goods or services. Operations include all the activities used to create and deliver goods or services. In this course, you'll learn the basics of operations management and how it can improve efficiency. You'll also learn about organizational strategy, Lean processes, and the transformation model. Logistics, Supply Chain, and Operations Management Case Study Collection is a compilation of case studies illustrating practical ways to overcome challenges in business today. In this Summary, we discuss the salient points of the book based on our interpretation of its contents. 9m. Essentials of Operations Management, 2nd Edition. Prof Nigel Slack, Warwick Business School, Warwick University. Prof Alistair Brandon-Jones, University of Bath. Based on the market-leading Operations Management text, this is the ideal book for those wanting a more concise introduction to the subject, focusing on essential core topics, without compromising on the authoritative, clear and highly practical approach that has become the trademark of the authors. Revised and updated to reflect the ever-changing world of operations management, the book is rooted in real-life practice with a wealth of examples and case studies from different sectors and industries around the world. MyLab Operations Management not included. Operations management is an area of management concerned with designing and controlling the process of production and redesigning business operations in the production of goods or services. It involves the responsibility of ensuring that business operations are efficient in terms of using as few resources as needed and effective in terms of meeting customer requirements. Operations management is primarily concerned with planning, organizing and supervising in the contexts of production, manufacturing...