

Title of the Module/Unit	11. Operations and Supply Chain Management
Module/Unit Description In this section kindly provide a brief description of the module	The module provides an expansive overview of the key issues and challenges facing organisations in managing their operations and supply chains with the aim of delivering goods and services. Students will be exposed to the fundamental principles, theories and practical activities that constitute this vital area of management. They will learn and appreciate the 16 principles of Operations Management as laid out by Schonberger. A systems approach is applied to understand and address the challenges of aligning organisational processes to the needs of the business; implementing them effectively, and operating and improving them on an ongoing basis. The coverage is not limited to the operations function and has relevance for managing processes in any part of the organisation; whether the customers are internal or external. It also familiarises core concepts in the management of processes that cross organisational boundaries as part of a supply chain.
Learning Outcomes	Competences: At the end of the module/unit the learner will have acquired the responsibility and autonomy to: <ul style="list-style-type: none"> a) Recognize the key features of operations management b) Establish the role operating systems play in delivering value to customers. c) Recognize the role of evolving technologies in the development of operating systems in various organisations. d) Review how quality systems impact on operations design. e) Recognize the role of evolving technologies in the development of supply chain systems.
Autonomy and Responsibility: Collaborate, comply, deal with, ensure, be responsible for, carry out tasks, guide, supervise, monitor, authorise, manage, create, produce, represent, advise, negotiate, sell, etc.	
Knowledge and Understanding: count, define, describe, draw, find, identify, label, list, match, name, quote, recall, recite, sequence, tell, write, etc.	Knowledge: At the end of the module/unit the learner will have been exposed to the following: <ul style="list-style-type: none"> a) An understanding of the inter-related principles, and practices of managing the operations and supply chain processes in organisations. b) An appreciation of how effective operations and supply chain processes enhance overall business objectives.
(Example of learning outcome structure: Action Verb + Object + Context <i>Identify basic different range of glassware and state their use.</i>)	

<p>Applying Knowledge and Understanding: apply, practice, demonstrate, show, plan, design, operate, assemble, use, construct, prepare, create, compose, arrange</p> <p>(Example of learning outcome structure: Action Verb + Object + Context <i>Apply principles of good practice to dispense, supply and administer medicinal products and other activities in a pharmacy.</i>)</p>	<p>c) A recognition of the different techniques employed for the effective management of operations and supply chains processes in different organisations.</p> <p>d) A knowledge of appropriate operations processes for the enhancement of overall business objectives.</p>
	<p>Skills:</p>
	<p>At the end of the module/unit the learner will have acquired the following skills:</p> <p>a) Demonstrate how the effective management of operations and supply chains contributes to the overall competitive advantage of a firm.</p> <p>b) Demonstrate the effective use of frameworks in order to enhance performance in organisations.</p> <p>c) Employ the various tools and frameworks of operations and supply chain management in diverse environments.</p> <p>d) Apply theories and concepts in order to analyse and resolve operations and supply chain issues and problems.</p>
	<p>Module-Specific Learner Skills <i>(Over and above those mentioned in Section B)</i></p> <p>At the end of the module/unit the learner will be able to</p> <p>a) Determine and apply problem solving skills to operations and supply chain related issues.</p> <p>b) Deploy basic management skills in order to design, plan, direct, and control operations and supply chains.</p> <p>c) Evaluate the commercial awareness of diverse industry contexts.</p> <p>d) Evaluate how the effective management of operations and supply chains contribute to the wider aspects of an organisation's capabilities and competencies.</p>
	<p>Module-Specific Digital Skills and Competences <i>(Over and above those mentioned in Section B)</i></p> <p>At the end of the module/unit, the learner will be able to</p>

	<ul style="list-style-type: none">a) Apply Digital skills to prepare and deliver presentations.b) Exercise effective team working skills through digital technology.c) Search the research literature and documents through digital databases.d) Show a high level of competence in using online learning tools and resources.
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