

## **COURSE SPECIFICATION DOCUMENT**

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| <b>Academic School / Department:</b> | Richmond Business School              |
| <b>Programme:</b>                    | MSc International Business Management |
| <b>FHEQ Level:</b>                   | 7                                     |
| <b>Course Title:</b>                 | International Operations Management   |
| <b>Course Code:</b>                  | MGT 7204                              |
| <b>Total Hours:</b>                  | 100                                   |
| Timetabled Hours:                    | 26                                    |
| Guided Learning Hours:               | 4                                     |
| Independent Learning Hours:          | 70                                    |
|                                      | 10 UK CATS credits                    |
| <b>Credits:</b>                      | 5 ECTS credits                        |
|                                      | 2US credits                           |

### **Course Description:**

This course provides a theoretical and practical understanding of operations management in international organisations.

Students will develop the ability to apply some of its major techniques to practical business problems. It includes operations strategy, materials management, production planning and simulation, network planning, variety reduction, quality assurance, quality circles, purchasing, and problems and opportunities of introducing new technology.

### **Prerequisites: N/A**

### **Aims and Objectives:**

- To evaluate the core concepts and techniques of International Operations Management• Critically to appraise the role of operations in primary, manufacturing, service and knowledge organizations
- To apply theory to the practical situations faced by professional managers
- To assess the role of international operational strategies for competitive advantage and sustainability of industries
- To evaluate approaches to achieving operations performance improvement

### **Programme Outcomes:**

A1, A3, A4, A5

B2, B2, B3, B4

C1, C2

D1, D4, D5

A detailed list of the programme outcomes are found in the Programme Specification.

This is located at the archive maintained by Registry and found at:

<https://www.richmond.ac.uk/programme-and-course-specifications/>

**Learning Outcomes:**

By the end of this course, successful students should be able to:

Discuss models of international operations management, types of operations and application of these concepts in practical business situations.

Explain the key elements of products and services, the main differences between them in terms of sourcing, production and delivery.

Evaluate the principles of effective planning and control, including international Supply Chain Management and project management.

Cognitive Skills

**Indicative Content:**

- International Challenges and opportunities in Operations Management
- Defining design, layout and flow (PDL&F) from an operations management perspective.
- Process Design
- Capacity Management
- Failure Prevention and Recovery
- Quality Management

**Assessment:**

This course conforms to the University Assessment Norms approved at Academic Board and located at: <https://www.richmond.ac.uk/university-policies/>

**Teaching Methodology:**

The sessions will combine some theoretical explanation followed by application of concepts in class exercises and case studies in groups in order to develop team working skills and presentation abilities. Students will be expected to fully prepare and contribute to class discussions.

***Indicative Text(s):***

Anderson, D., Sweeney, D., Williams, T., Wisniewski, M. and Pierron, X., 2017. An introduction to management science. 3rd ed. Boston: Cengage Learning.

Brown, S., Bessant, J. and Jia, F., 2018. Strategic Operations Management. 4th ed. London: Routledge.

Heizer, J., Render, B. and Munson, C., 2019. Operations management. 13th ed. Harlow: Pearson.

Slack, N. and Brandon-Jones, A., 2018. Essentials of operations management. 2nd ed. Harlow: Pearson Education Limited.

***Journals***

The Economist  
The Financial Times  
Journal of Operations Management  
International Journal of Operations & Production Management  
Management Science  
Manufacturing and Service Operations Management (INFORMS journal)  
Production and Operations Management

***Web Sites***

- [www.iomnet.org.uk](http://www.iomnet.org.uk);
- [www.apics.org](http://www.apics.org);
- [www.euroma-online.org](http://www.euroma-online.org).

See syllabus for complete reading list

**Change Log for this CSD:**

| Nature of Change         | Date Approved & Approval Body (School or AB) | Change Actioned by Registry Services |
|--------------------------|--|--------------------------------------|
| Revision – annual update | May 2023                                     |                                      |
| Total Hours updated      | April 2024                                   |                                      |
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