COURSE SPECIFICATION DOCUMENT

Academic School / Department: Richmond Business School

Programme: MSc International Business Management

FHEQ **Level:**   7

Course Title: International Operations Management

Course Code: MGT 7204

Student Engagement Hours: 100
Lectures: 14 .5
Seminar / Tutorials: 8
Independent / Guided Learning: 77.5

Credits:
10 UK CATS credits
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 andsustainability 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;
- www.apics.org;
- 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	