



MGMT19126 *Production and Operations* Management Term 1 - 2017

Profile information current as at 26/04/2024 05:39 am

All details in this unit profile for MGMT19126 have been officially approved by CQUniversity and represent a learning partnership between the University and you (our student). The information will not be changed unless absolutely necessary and any change will be clearly indicated by an approved correction included in the profile.

General Information

Overview

This unit serves as an introduction to the management of many practical issues to be dealt with specifically in the production of goods and services and generally in the multitude of operations that provide for the needs of mankind in our modern globalised world. All organisations whether they be manufacturers or service providers are involved in some form of operations management. This unit will select areas of interest and importance from a vast area of knowledge and skills which have been developed since the industrial revolution. In particular the areas of productivity management, quality control, facilities management and project management will be covered. The material presented will provide managers with assistance in the development and design of production and operating systems, while also providing a number of generic problem solving techniques.

Details

Career Level: *Undergraduate*

Unit Level: *Level 2*

Credit Points: 6

Student Contribution Band: 10

Fraction of Full-Time Student Load: 0.125

Pre-requisites or Co-requisites

There are no requisites for this unit.

Important note: Students enrolled in a subsequent unit who failed their pre-requisite unit, should drop the subsequent unit before the census date or within 10 working days of Fail grade notification. Students who do not drop the unit in this timeframe cannot later drop the unit without academic and financial liability. See details in the [Assessment Policy and Procedure \(Higher Education Coursework\)](#).

Offerings For Term 1 - 2017

- Brisbane
- Distance
- Mackay
- Melbourne
- Rockhampton
- Sydney

Attendance Requirements

All on-campus students are expected to attend scheduled classes – in some units, these classes are identified as a mandatory (pass/fail) component and attendance is compulsory. International students, on a student visa, must maintain a full time study load and meet both attendance and academic progress requirements in each study period (satisfactory attendance for International students is defined as maintaining at least an 80% attendance record).

Website

[This unit has a website, within the Moodle system, which is available two weeks before the start of term. It is important that you visit your Moodle site throughout the term. Please visit Moodle for more information.](#)

Class and Assessment Overview

Recommended Student Time Commitment

Each 6-credit Undergraduate unit at CQUniversity requires an overall time commitment of an average of 12.5 hours of study per week, making a total of 150 hours for the unit.

Class Timetable

[Regional Campuses](#)

Bundaberg, Cairns, Emerald, Gladstone, Mackay, Rockhampton, Townsville

[Metropolitan Campuses](#)

Adelaide, Brisbane, Melbourne, Perth, Sydney

Assessment Overview

1. **Written Assessment**

Weighting: 30%

2. **Written Assessment**

Weighting: 30%

3. **Examination**

Weighting: 40%

Assessment Grading

This is a graded unit: your overall grade will be calculated from the marks or grades for each assessment task, based on the relative weightings shown in the table above. You must obtain an overall mark for the unit of at least 50%, or an overall grade of 'pass' in order to pass the unit. If any 'pass/fail' tasks are shown in the table above they must also be completed successfully ('pass' grade). You must also meet any minimum mark requirements specified for a particular assessment task, as detailed in the 'assessment task' section (note that in some instances, the minimum mark for a task may be greater than 50%). Consult the [University's Grades and Results Policy](#) for more details of interim results and final grades.

CQUniversity Policies

All University policies are available on the [CQUniversity Policy site](#).

You may wish to view these policies:

- Grades and Results Policy
- Assessment Policy and Procedure (Higher Education Coursework)
- Review of Grade Procedure
- Student Academic Integrity Policy and Procedure
- Monitoring Academic Progress (MAP) Policy and Procedure – Domestic Students
- Monitoring Academic Progress (MAP) Policy and Procedure – International Students
- Student Refund and Credit Balance Policy and Procedure
- Student Feedback – Compliments and Complaints Policy and Procedure
- Information and Communications Technology Acceptable Use Policy and Procedure

This list is not an exhaustive list of all University policies. The full list of University policies are available on the [CQUniversity Policy site](#).

Previous Student Feedback

Feedback, Recommendations and Responses

Every unit is reviewed for enhancement each year. At the most recent review, the following staff and student feedback items were identified and recommendations were made.

Feedback from Course Evaluation Survey

Feedback

Several students commented on the brevity of formative feedback for both Assignment 1 and Assignment 2.

Recommendation

It is recommended that the Turnitin marking process be adopted in the course, and that the Course Coordinator develop a set of common comments that can be efficiently attached to student papers.

Action

Marking matrices were used with specific criteria established.

Feedback from Course Evaluation Survey

Feedback

It was suggested that the ten step process used for Assignment 1 be also extended to Assignment 2.

Recommendation

It is recommended that an abbreviated version of the Assignment 1 'ten step process' be developed to guide students in relation to Assignment 2.

Action

The assignment criteria were completely rewritten, reducing the complexity that had previously existed.

Feedback from Course Evaluation Survey

Feedback

Several students commented on inconsistency in grading of assignments.

Recommendation

It is recommended that moderation processes be strengthened to ensure that all marking is consistent.

Action

Moderation of marking was undertaken and some facilitators were asked to increase the amount of feedback provided.

Unit Learning Outcomes

On successful completion of this unit, you will be able to:

1. understand how the role of operations managers conform in an organisation
2. examine the interaction of operations management with other activities of an organisation such as finance, marketing, human resources
3. evaluate operation processes in the context of efficiency, effectiveness, flexibility quality, costs, responsiveness and productivity
4. develop the ability to use qualitative and quantitative techniques to address and solve operations management problems
5. discuss recent operations trends and gain insights from academic peer reviewed journal as well as practitioner magazines.

Alignment of Learning Outcomes, Assessment and Graduate Attributes



Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes				
	1	2	3	4	5
1 - Communication	•	•	•	•	•
2 - Problem Solving	•	•	•	•	•
3 - Critical Thinking	•	•	•	•	•
4 - Information Literacy	•		•		•
5 - Team Work	•	•			
6 - Information Technology Competence	•	•	•	•	•
7 - Cross Cultural Competence	•	•			•
8 - Ethical practice	•		•		•
9 - Social Innovation					
10 - Aboriginal and Torres Strait Islander Cultures					

Alignment of Assessment Tasks to Graduate Attributes

Assessment Tasks	Graduate Attributes									
	1	2	3	4	5	6	7	8	9	10
1 - Written Assessment - 30%	•	•	•	•	•	•		•		
2 - Written Assessment - 30%	•	•	•	•	•		•	•		
3 - Examination - 40%	•	•	•							

Textbooks and Resources

Textbooks

MGMT19126

Prescribed

Operations Management

Edition: 5th (2015)

Authors: Collier, DA & Evans, JR

South-Western, Cengage Learning

Mason, OH, USA

ISBN: 9781285451374

Binding: Paperback

MGMT19126

Prescribed

Your Business Degree

Edition: 2nd (2014)

Authors: McCulloch, R & Reid, A

Pearson Australia

Frenchs Forest, NSW, Australia

ISBN: 9781486006366

Binding: Paperback

Additional Textbook Information

This text provides a foundation for those students planning to get the best out of their investment of time and money studying a business degree.

The book may be purchased through the CQUni Bookshop: <http://bookshop.cqu.edu.au>

[View textbooks at the CQUniversity Bookshop](#)

IT Resources

You will need access to the following IT resources:

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)
- Zoom.us (invited as a guest)

Referencing Style

All submissions for this unit must use the referencing style: [American Psychological Association 6th Edition \(APA 6th edition\)](#)

For further information, see the Assessment Tasks.

Teaching Contacts

Malcolm Johnson Unit Coordinator

m.n.johnson@cqu.edu.au

Schedule

Week 1 - 06 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Goods, services and value	Chapters 1 & 2	Zoom Workshop: Welcome to the unit

Week 2 - 13 Mar 2017		
Module/Topic	Chapter	Events and Submissions/Topic
Operational strategy and performance	Chapters 3 & 4	
Week 3 - 20 Mar 2017		
Module/Topic	Chapter	Events and Submissions/Topic
Technology and product design	Chapters 5 & 6	Zoom Workshop: Discussion of Assignment #1
Week 4 - 27 Mar 2017		
Module/Topic	Chapter	Events and Submissions/Topic
Operational processes	Chapter 7	Essay Due: Week 4 Friday (31 Mar 2017) 5:00 pm AEST
Week 5 - 03 Apr 2017		
Module/Topic	Chapter	Events and Submissions/Topic
Facility and work design	Chapter 8	
Vacation Week - 10 Apr 2017		
Module/Topic	Chapter	Events and Submissions/Topic
Week 6 - 17 Apr 2017		
Module/Topic	Chapter	Events and Submissions/Topic
Supply chain design	Chapter 9	
Week 7 - 24 Apr 2017		
Module/Topic	Chapter	Events and Submissions/Topic
Managing demand and capacity	Chapters 10 & 11	Zoom Workshop: Discussion of Assignment #2
Week 8 - 01 May 2017		
Module/Topic	Chapter	Events and Submissions/Topic
Inventory and resource management	Chapters 12 & 13	Operations Management Report Due: Week 8 Friday (5 May 2017) 5:00 pm AEST
Week 9 - 08 May 2017		
Module/Topic	Chapter	Events and Submissions/Topic
Scheduling and sequencing	Chapter 14	
Week 10 - 15 May 2017		
Module/Topic	Chapter	Events and Submissions/Topic
Quality management and quality control	Chapters 15 & 16	
Week 11 - 22 May 2017		
Module/Topic	Chapter	Events and Submissions/Topic
Lean operations	Chapter 17	
Week 12 - 29 May 2017		
Module/Topic	Chapter	Events and Submissions/Topic
Managing projects	Chapter 18	Zoom Workshop: Discussion of Exam
Review/Exam Week - 05 Jun 2017		
Module/Topic	Chapter	Events and Submissions/Topic
Exam Week - 12 Jun 2017		
Module/Topic	Chapter	Events and Submissions/Topic

Term Specific Information

To contact the Unit Coordinator:

Dr Malcolm Johnson

Email: MGMT19126-admin@cqu.edu.au

If sending an email, please:

1. Include the Unit code in the Subject line
2. Ensure your questions are succinct.

Phone: 07-40374731

Please leave a message: clearly state the unit code, your name, your question, and then a contact number (**please repeat your contact number S-L-O-W-L-Y at the end of the message**).

Campus Lecturers:

Mackay: Dr Laura Baker (l.e.baker@cqu.edu.a)

Rockhampton: Jim Jensen (j.jensen@cqu.edu.a)

Brisbane: Brian Carr (b.carr@cqu.edu.a)

Sydney: Ajay Kumar (a.kumar1@cqu.edu.a)

Melbourne: Dr Maria Mullin(m.mullin@cqu.edu.au)

Assessment Tasks

1 Essay

Assessment Type

Written Assessment

Task Description

This 1500 word essay requires identification and discussion of the operational problems highlighted in a short case study. It will enable you to provide insights that demonstrate your understanding of the foundation theories and practices covered during the first four weeks of the unit.

Please ensure that your submission conforms to an essay format with endnotes (citations in APA format).

Assessment Due Date

Week 4 Friday (31 Mar 2017) 5:00 pm AEST

Return Date to Students

Week 5 Friday (7 Apr 2017)

Weighting

30%

Assessment Criteria

Assessment of content:	Weighting
• A thorough knowledge and critical analysis of the problem(s) identified in the case study expressed within a well developed academic essay.	20%
• A critical review of the academic literature relevant to the problem(s) identified in the case study. This should be embedded in the discussion, not presented separately.	20%
• Appropriateness of evidence-based responses to the case study questions including an effective analysis of the situation along with relevant commentary on the issues of concern.	20%
• Appropriate use of argument within the paper, including a properly constructed introduction and persuasive conclusion.	10%
• Application of EIGHT (8) relevant academic journal articles and appropriate reference to the prescribed textbook.	15%
Assessment of format:	
• Clarity of expression/grammar and correct spelling using Australian English.	5%

- Strict conformity to referencing style of the Author-date system of referencing as set out in the Publication Manual of the American Psychological Association, Sixth Edition (*Refer to the Abridged Guide to APA Referencing Style*). **5%**
- Appropriate presentation in an essay format within a maximum 1500 words (penalties apply for exceeding this limit). **5%**

Referencing Style

- [American Psychological Association 6th Edition \(APA 6th edition\)](#)

Submission

Online

Submission Instructions

Please ensure you submit your work as a Word document through Turnitin in Moodle

Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Team Work
- Information Technology Competence
- Ethical practice

2 Operations Management Report

Assessment Type

Written Assessment

Task Description

The operations management report is designed to help you combine skills in preparing a business report for management with appropriate principles, theories and models covered in this unit. It involves analysis of current practices highlighted in a short case study, and the development of recommendations designed to overcome any perceived problems.

Assessment Due Date

Week 8 Friday (5 May 2017) 5:00 pm AEST

Please ensure your assignment is saved as a Word document and submitted through Turnitin in Moodle.

Return Date to Students

Week 10 Friday (19 May 2017)

Weighting

30%

Assessment Criteria

Assessment of content	Marks
• A thorough knowledge and critical analysis of the problem(s) identified in the case study.	15%
• A critical review and inclusion of insights from relevant academic research journals in the field.	15%
• Appropriateness of evidence-based responses to the case study questions including an effective analysis of the situation along with relevant commentary on the issues of concern.	15%
• A well structured, concise and clear presentation of appropriate recommendations.	15%
• Appropriate business report format including a properly structured Executive Summary, Introduction, Recommendations, and succinct Conclusion.	10%
• Relevant and accurate use of at least EIGHT (8) papers published in academic research journals and appropriate reference to the prescribed textbook.	15%
Assessment of format	
• Clarity of expression/grammar and correct spelling using Australian English.	5%
• Conformity to the APA referencing format.	5%
• Business Report format not exceeding 2000 words (penalties apply)	5%

Referencing Style

- [American Psychological Association 6th Edition \(APA 6th edition\)](#)

Submission

Online

Submission Instructions

Please ensure you submit your assignment in Word format through Turnitin in Moodle

Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Team Work
- Information Technology Competence
- Cross Cultural Competence
- Ethical practice

Examination

Outline

Complete an invigilated examination.

Date

During the examination period at a CQUniversity examination centre.

Weighting

40%

Length

120 minutes

Exam Conditions

Closed Book.

Materials

No calculators permitted

Dictionary - non-electronic, concise, direct translation only (dictionary must not contain any notes or comments).

Academic Integrity Statement

As a CQUniversity student you are expected to act honestly in all aspects of your academic work.

Any assessable work undertaken or submitted for review or assessment must be your own work. Assessable work is any type of work you do to meet the assessment requirements in the unit, including draft work submitted for review and feedback and final work to be assessed.

When you use the ideas, words or data of others in your assessment, you must thoroughly and clearly acknowledge the source of this information by using the correct referencing style for your unit. Using others' work without proper acknowledgement may be considered a form of intellectual dishonesty.

Participating honestly, respectfully, responsibly, and fairly in your university study ensures the CQUniversity qualification you earn will be valued as a true indication of your individual academic achievement and will continue to receive the respect and recognition it deserves.

As a student, you are responsible for reading and following CQUniversity's policies, including the [Student Academic Integrity Policy and Procedure](#). This policy sets out CQUniversity's expectations of you to act with integrity, examples of academic integrity breaches to avoid, the processes used to address alleged breaches of academic integrity, and potential penalties.

What is a breach of academic integrity?

A breach of academic integrity includes but is not limited to plagiarism, self-plagiarism, collusion, cheating, contract cheating, and academic misconduct. The Student Academic Integrity Policy and Procedure defines what these terms mean and gives examples.

Why is academic integrity important?

A breach of academic integrity may result in one or more penalties, including suspension or even expulsion from the University. It can also have negative implications for student visas and future enrolment at CQUniversity or elsewhere. Students who engage in contract cheating also risk being blackmailed by contract cheating services.

Where can I get assistance?

For academic advice and guidance, the [Academic Learning Centre \(ALC\)](#) can support you in becoming confident in completing assessments with integrity and of high standard.

What can you do to act with integrity?



Be Honest

If your assessment task is done by someone else, it would be dishonest of you to claim it as your own



Seek Help

If you are not sure about how to cite or reference in essays, reports etc, then seek help from your lecturer, the library or the Academic Learning Centre (ALC)



Produce Original Work

Originality comes from your ability to read widely, think critically, and apply your gained knowledge to address a question or problem