MGMT19126 *Operations Management*
Term 1 - 2019

Profile information current as at 04/05/2024 02:32 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 focuses on the production of goods and services in a multitude of operations that provide for the needs of people in our increasingly globalised economy. In this unit, you will gain insights on how output is achieved smoothly, efficiently, and profitably to meet the needs of organisational customers and clients. This unit will enable you to gain knowledge and skills to recognise the need for improvements within an organisation's business model and value chain. You will examine productivity management, quality control, facilities management, and project management. The unit will enable you to design and develop production and operating systems, while also applying 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

Completion of 48 credit points in the first year of equivalent full-time study.

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 - 2019

- Brisbane
- Melbourne
- Online
- Perth
- 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: 40%
2. **Practical Assessment**
Weighting: 60%

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 Have Your Say

Feedback

Assignments provided a platform to apply critical thinking and analysis to practical operations management issues

Recommendation

Provide students with choices of case studies to increase understanding of operational issues that can occur in different industries.

Feedback from Have Your Say; Emails

Feedback

The clarity of assessment guidelines could be improved.

Recommendation

Clarity of assessment tasks to be reviewed by academic staff knowledgable in the field.

Feedback from Have Your Say; Emails

Feedback

Recorded lectures were made available throughout the term. A focus on timeliness and quality would be beneficial.

Recommendation

Ensure lecture recordings are uploaded to Moodle upon completion of each (zoom) lecture session.

Feedback from Emails

Feedback

SBL responded effectively to student concerns

Recommendation

Clear communication across the teaching team and with students will contribute to the progressive achievement of learning outcomes.

Feedback from Phone call

Feedback

Weekly discussion of progress in understanding and applying the concepts to assignment tasks was very beneficial

Recommendation

Workshop discussions facilitate understanding and application of knowledge to real-world issues in operations management.

Unit Learning Outcomes

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

1. Analyse the role operations managers perform in an organisation
2. Examine the interaction of operations management with other functional areas such as finance, marketing, and human resources
3. Evaluate operational processes in the context of efficiency, effectiveness, flexibility, quality, cost management, responsiveness, and productivity
4. Develop the ability to use qualitative and quantitative techniques to address and solve operations management problems
5. Analyse recent and emerging trends in operations management and their potential impact on organisational performance.

Alignment of Learning Outcomes, Assessment and Graduate Attributes

— N/A Level   ° Introductory Level   • Intermediate Level   • Graduate Level   ° Professional Level   ° Advanced Level

Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes				
	1	2	3	4	5
1 - Written Assessment - 40%	•	•	•		•
2 - Practical Assessment - 60%	•	•	•	•	•

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 - 40%	•	•	•					•		
2 - Practical Assessment - 60%	•	•	•	•		•	•	•		

Textbooks and Resources

Textbooks
MGMT19126

Prescribed

OM6 (Operations Management)
Edition: 6th edn (2017)
Authors: Collier, DA & Evans, JR
Cengage Learning
Florence , KY , USA
ISBN: 9781305664791
Binding: Paperback

Additional Textbook Information
Paper copies are available to purchase at the CQUni Bookshop here: http://bookshop.cqu.edu.au (search on the Unit code)

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

Swee Kuik Unit Coordinator
s.kuik@cqu.edu.au

Schedule

Week 1 - 11 Mar 2019

Module/Topic	Chapter	Events and Submissions/Topic
Operations, Value Chains, and Measuring Performance	Ch. 1 Operations Management and Value Chains. Ch. 2 Measuring Performance in Operations and Value Chains	

Week 2 - 18 Mar 2019

Module/Topic	Chapter	Events and Submissions/Topic
Operational strategy and technology	Ch. 3 Operations Strategy. Ch. 4 Technology and Operations Management	

Week 3 - 25 Mar 2019

Module/Topic	Chapter	Events and Submissions/Topic

| Goods and Service Design | Ch. 5 Goods and Service Design | |

Week 4 - 01 Apr 2019

Module/Topic	Chapter	Events and Submissions/Topic
Process, Selection, Design, and Analysis	Ch. 7 Process, Selection, Design, and Analysis	

Week 5 - 08 Apr 2019

Module/Topic	Chapter	Events and Submissions/Topic
Facility and work design	Ch. 8 Facility and Work Design	**Operations Management Report** Due: Week 5 Wednesday (10 Apr 2019) 2:00 pm AEST

Vacation Week - 15 Apr 2019

Module/Topic	Chapter	Events and Submissions/Topic
Contact Free		

Week 6 - 22 Apr 2019

Module/Topic	Chapter	Events and Submissions/Topic
Supply chain design	Ch. 6 Supply Chain Design	

Week 7 - 29 Apr 2019

Module/Topic	Chapter	Events and Submissions/Topic
Forecasting, demand planning and capacity management	Ch. 9 Forecasting and Demand Planning Ch. 10 Capacity Management	

Week 8 - 06 May 2019

Module/Topic	Chapter	Events and Submissions/Topic
Inventory management and supply chain logistics	Ch. 11 Managing Inventories in Supply Chains. Ch. 12 Supply Chain Management and Logistics	

Week 9 - 13 May 2019

Module/Topic	Chapter	Events and Submissions/Topic
Scheduling and sequencing	Ch. 13 Resource Management. Ch. 14 Operations Scheduling and Sequencing	**Operations Management Assessment: Task A - Online quiz** starts at 9:00 AM AEST Monday, Week 9 and closes at 2pm AEST Wednesday, June 5, Week 12

Week 10 - 20 May 2019

Module/Topic	Chapter	Events and Submissions/Topic
Quality management and quality control	Ch.15 Quality Management. Ch.16 Quality Control and Statistical Process Control (SPC)	

Week 11 - 27 May 2019

Module/Topic	Chapter	Events and Submissions/Topic
Lean operations	Ch.17 Lean Operating Systems	

Week 12 - 03 Jun 2019

Module/Topic	Chapter	Events and Submissions/Topic
Managing projects	Ch.18 Project Management	**Operations Management Assessment: Task A - Online Quiz (20%) and Task B - Written Report (40%)** Due: Week 12 Wednesday (5 June 2019) 2:00 pm AEST

Review/Exam Week - 10 Jun 2019

Module/Topic	Chapter	Events and Submissions/Topic

Exam Week - 17 Jun 2019

Module/Topic	Chapter	Events and Submissions/Topic

Assessment Tasks

1 Operations Management Report

Assessment Type
Written Assessment

Task Description
The assessment is designed for students to apply operations management concepts, methods and tools. The assessment involves writing a 1800-word business report responding to assessment questions related to specific topics and/or case material provided by your Unit Coordinator. Submit your 1800-word report through Turnitin in Moodle with a cover sheet showing the unit name and number, assessment number, your name and student number.
Assessment details and guidance will be provided on the unit website. You can discuss your assessment ideas in the unit **Discussion Forum #1**, before you complete and submit the assessment.

Assessment Due Date
Week 5 Wednesday (10 Apr 2019) 2:00 pm AEST

Return Date to Students
Week 6 Wednesday (24 Apr 2019)
Grades and feedback comments are released in Moodle. Feedback Studio and the Grade book are the designated platforms for reviewing outcomes from the assessment process

Weighting
40%

Assessment Criteria
Demonstrated understanding of operations management frameworks that are related to the questions posed:15%
Able to evaluate and articulate practical implications, feasibility, justification and limitation: 20%
Accurately explain the latest trends in operations management and make the linkage between practical and theoretical aspects: 15%
Articulate appropriate and well-structured, concise and clear expression of operations management arguments in terms of theoretical and practical elements: 15%
Provide a clear flow of thought throughout the business report, evidenced by succinct Executive Summary, Introduction, and Conclusion:15%
Critical evaluation and integration of relevant academic and literature to provide theoretical and practical aspects. Insights from a minimum of 10 academic journal articles must be incorporated in your critical analysis: 10%
Adherence to APA Reference format: 5%
Clarity of written expression, grammar, spelling: 5%
Report length 1800-words (penalties apply for exceeding this limit)
Submissions must be in Business Report format using Word with 1.5 line spacing and Times Roman 12-point font. Late submissions will also be penalised at the rate of "five percent of the total marks available for the assessment each calendar day (full or part) it is overdue" (Policy: Assessment of Coursework section 3.2.4)

Referencing Style

- American Psychological Association 6th Edition (APA 6th edition)

Submission
Online

Submission Instructions
Submissions must be uploaded into Moodle (the unit website) per policy on or before the due date. Penalties apply for late submissions.

Learning Outcomes Assessed

- Analyse the role operations managers perform in an organisation
- Examine the interaction of operations management with other functional areas such as finance, marketing, and human resources

- Evaluate operational processes in the context of efficiency, effectiveness, flexibility, quality, cost management, responsiveness, and productivity
- Analyse recent and emerging trends in operations management and their potential impact on organisational performance.

Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking
- Ethical practice

2 Operations Management Assessment: Task A - Online Quiz (20%) and Task B - Written Report (40%)

Assessment Type
Practical Assessment

Task Description
Assessment 2 comprises two principal tasks:
Task A: Online Quiz (20%)
The online quiz ensures that students engage the teaching material in the selected chapters of the textbook. The quiz includes 40 questions and has a time limit of 60 minutes.
Task B: Written Report (40%)
The assessment is designed for students to apply operations management concepts, methods and tools. The assessment involves writing a 1800-word business report responding to assessment questions related to specific topics and/or case material provided by your Unit Coordinator. Submit your 1800-word report through Turnitin in Moodle with a cover sheet showing the unit name and number, assessment number, your name and student number.
Assessment details and guidance will be provided on the unit website. You can discuss your assessment ideas in the unit **Discussion Forum #2**, before you complete and submit the assessment.

Assessment Due Date
Week 12 Wednesday (5 June 2019) 2:00 pm AEST
Task A: Online quiz starts at 9:00 AM AEST Monday, Week 9 and closes at 2pm AEST Wednesday, Week 12 in Moodle.
Task B: Written Report falls due 05 Jun (2:00 PM AEST). Submissions must uploaded into Moodle per policy on or before the due date. Penalties apply for late submissions.

Return Date to Students

Assessment feedback and grades are to be released upon certification of grades (refer to assessment policy).

Weighting
60%

Assessment Criteria
Task A: Online Quiz: (20 marks)
You will be given 60 minutes to complete the online quiz via Moodle Site. The total score for the quiz is 20 marks (40 questions x 0.5 mark per question = 20 marks)
Task B: Written Report: (40 marks)
Your report analysis, recommendations and presentation will be assessed according to the following criteria:
Demonstrated understanding of operations management frameworks that are related to the questions posed:15%
Able to evaluate and articulate practical implications, feasibility, justification and limitation: 20%
Accurately explain the latest trends in operations management and make the linkage between practical and theoretical aspects: 15%
Articulate appropriate and well-structured, concise and clear expression of operations management arguments in terms of theoretical and practical elements: 15%
Provide a clear flow of thought throughout the business report, evidenced by succinct Executive Summary, Introduction, and Conclusion: 15%
Critical evaluation and integration of relevant academic and literature to provide theoretical and practical aspects. Insights from a minimum of 10 academic journal articles must be incorporated in your critical analysis: 10%
Adherence to APA Reference format: 5%
Clarity of written expression, grammar, spelling: 5%
Report length 1800-words (penalties apply for exceeding this limit)
Submissions must be in Business Report format using Word with 1.5 line spacing and Times Roman 12-point font. Late submissions will also be penalised at the rate of "five percent of the total marks available for the assessment each

calendar day (full or part) it is overdue" (Policy: assessment of Coursework section 3.2.4)

Referencing Style

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

Submission
Online

Submission Instructions
Submissions must be uploaded into Moodle (the unit website) per policy on or before the due date. Penalties apply for late submissions.

Learning Outcomes Assessed

- Analyse the role operations managers perform in an organisation
- Examine the interaction of operations management with other functional areas such as finance, marketing, and human resources
- Evaluate operational processes in the context of efficiency, effectiveness, flexibility, quality, cost management, responsiveness, and productivity
- Develop the ability to use qualitative and quantitative techniques to address and solve operations management problems
- Analyse recent and emerging trends in operations management and their potential impact on organisational performance.

Graduate Attributes

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

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