MGMT19126 *Operations Management*
Term 1 - 2024

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 - 2024

- Brisbane
- Melbourne
- Online
- 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. **Learning logs / diaries / Journal / log books**
Weighting: 50%
2. **Report**
Weighting: 50%

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 Student Unit and Teaching Evaluations (SUTE) and Unit Coordinator.

Feedback
Update Moodle content.

Recommendation
Moodle will be regularly updated with current topics and learning materials.

Feedback from Student Unit and Teaching Evaluations (SUTE) and Unit Coordinator.

Feedback
Assessment update.

Recommendation
Assessment items will be revised and updated where necessary.

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 - Learning logs / diaries / Journal / log books - 50%	●	●	●	●	●
2 - Report - 50%	●	●	●	●	●

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					

Textbooks and Resources

Textbooks
MGMT19126

Prescribed

Operations and Supply Chain Management
3rd edition (2023)
Authors: Collier, DA & Evans, JR
Cengage Learning
Boston , Massachusetts , USA
ISBN: 9780357901649
Binding: Paperback

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)
- Microsoft Excel and Word

Referencing Style

All submissions for this unit must use the referencing style: American Psychological Association 7th Edition (APA 7th edition)
For further information, see the Assessment Tasks.

Teaching Contacts

Tage Andersson Unit Coordinator
t.andersson@cqu.edu.au

Schedule

Week 1: Operations and Value Chains, Analytics and Performance Measurement - 04 Mar 2024

Module/Topic	Chapter	Events and Submissions/Topic
Operations and Value Chains, Analytics and Performance Measurement	Chapter 1 - Operations Management and Value Chains Chapter 2 - Analytics and Performance Measurement in Operations and Value Chains	

Week 2: Operations Strategy and Technology - 11 Mar 2024

Module/Topic	Chapter	Events and Submissions/Topic
Operations Strategy and Technology	Chapter 3 - Operations Strategy Chapter 4 - Technology and Operations Management	

Week 3: Goods and Service Design - 18 Mar 2024

Module/Topic	Chapter	Events and Submissions/Topic

| | | Learning Log 1 – Submit your first assessed Learning Log entry before 11.45 PM AEST on Sunday this week. |
| Goods and Service Design | Chapter 5 - Goods and Service Design | |

Week 4: Supply Chain Design - 25 Mar 2024

Module/Topic	Chapter	Events and Submissions/Topic
Supply Chain Design	Chapter 6 - Supply Chain Design	

Week 5: Process Selection, Design, and Improvement - 01 Apr 2024

Module/Topic	Chapter	Events and Submissions/Topic
Facility and Work Design	Chapter 7 - Process Selection, Design, and Improvement	Learning Log entry 2 – Submit your second assessed Learning Log entry before 11.45 PM AEST on Sunday this week.

Vacation Week - 08 Apr 2024

Module/Topic	Chapter	Events and Submissions/Topic
Contact free vacation week		

Week 6: Facility and Work Design - 15 Apr 2024

Module/Topic	Chapter	Events and Submissions/Topic
Facility and Work Design	Chapter 8 - Facility and Work Design	

Week 7: Forecasting and Demand, Capacity and Resources - 22 Apr 2024

Module/Topic	Chapter	Events and Submissions/Topic
Forecasting and Demand, Capacity and Resources	Chapter 9 - Forecasting and Demand Planning Chapter 10 - Capacity Management Chapter 11 - Resource Utilisation	Learning Log 3 – Submit your third assessed Learning Log entry before 11.45 PM AEST on Sunday this week.

Week 8: Inventory Management and Supply Chain Logistics - 29 Apr 2024

Module/Topic	Chapter	Events and Submissions/Topic
Inventory Management and Supply Chain Logistics	Chapter 12 - Managing Inventories in Supply Chains Chapter 13 - Supply Chain Management and Logistics	

Week 9: Resource Management and Operations Scheduling - 06 May 2024

Module/Topic	Chapter	Events and Submissions/Topic
Resource Management and Operations Scheduling	Chapter 14 - Resource Management Chapter 15 - Operations Scheduling and Sequencing	Learning log 4 – Submit your fourth assessed Learning Log entry before 11.45 PM AEST on Sunday this week.

Week 10: Quality Management and Quality Control - 13 May 2024

Module/Topic	Chapter	Events and Submissions/Topic
Quality Management and Quality Control	Chapter 16 - Quality Management. Chapter 17 - Quality Control and Statistical Process Control	

Week 11: Lean and Resilient Operating Systems - 20 May 2024

Module/Topic	Chapter	Events and Submissions/Topic
Lean and Resilient Operating Systems	Chapter 18 - Lean Operating Systems Chapter 20 - Building Resilience and Continuity in Operations and Supply Chains	Learning Log 5 – Submit your fifth and final assessed Learning Log entry before 11.45 PM AEST on Sunday this week.

Week 12: Student Self-Reflection and Managing Projects - 27 May 2024

Module/Topic	Chapter	Events and Submissions/Topic

Student Self-Reflection and Managing Projects	Moodle resources on Student Self-reflection Chapter 19 - Project Management	**Operations Management Business Report** Due: Week 12 Thursday (30 May 2024) 11:45 pm AEST

Assessment Tasks

1 Operations Management Learning Logs

Assessment Type
Learning logs / diaries / Journal / log books

Task Description

Operations Management Definition
Operations Management (OM) is the science and art of ensuring that goods and services are created and delivered successfully to customers. OM includes the design of goods, services, and the processes that create them; the day-to-day management of these processes; and the continual improvement of these goods, services, and processes (Collier & Evans, 2024, p. 2).
Collier, D. A., & Evans, J. R. (2024). Operations and Supply Chain Management. Cengage.

Select an organisation for all assessment tasks
You must select the same Australian organisation for all your assessment tasks this term. The restrictions to selecting your organisation will be provided on the unit website in Moodle. For example, it cannot be an organisation in a case study provided in your unit textbook by Collier and Evans (2024). Your selection will be approved/rejected as part of Learning Log 1. Thus, ensure you understand the selection criteria provided on the unit website in Moodle.

Learning Log 1 you must submit in week 3
Learning Log 1 addresses unit learning outcome 1: Analyse the role operations managers perform in an organisation. This week, you must select an organisation that will provide you with the context for the Assessment 1 Learning Logs and Assessment 2 Business Report. You will be provided feedback regarding your organisation selection in response to your log. Once you have selected your organisation, Learning Log 1 is about analysing the role of Operations Management (OM) and the tasks operations managers perform within your selected organisation. You are also required to provide self-reflection about your learning experience. Follow the assessment task instructions and guidance provided on the unit website in Moodle.

Learning Log 2 you must submit in week 5
Learning Log 2 addresses unit learning outcome 2: Examine the interaction of operations management with other functional areas such as finance, marketing, and human resources. Continuing from Learning Log 1, where you identified your selected organisation's OM activities and the context of OM goods/service design and OM supply/value chain design, where do you observe or find evidence of the interaction of OM activities with functions such as marketing, sales, procurement, manufacturing, engineering, innovation/product and service development, information/digital technology, distribution, service delivery, aftermarket service, finance/economy, human resources. You are to illustrate an OM supply/value chain for your selected organisation and indicate the functional interaction with the processes operating in different parts of the OM supply/value chain. Use pen and paper to get going with your prototype illustration. Describe what you learned. You are also required to include self-reflection about your learning experience. Follow the assessment task instructions and guidance provided on the unit website in Moodle.

Learning Log 3 you must submit in week 7
Learning Log 3 addresses Unit Learning Outcome 3: Evaluate operational processes in the context of efficiency, effectiveness, flexibility, quality, cost management, responsiveness, and productivity. Therefore, Learning Log 3 is about mapping and evaluating an operational process of your choice within your selected organisation, as discussed in the lectures and workshops. You will explore and summarise the meaning of process efficiency, effectiveness, flexibility, quality, cost management, responsiveness, and productivity and evaluate the operational process according to your definitions. You are also required to include self-reflection about your learning experience. Follow the assessment task instructions and guidance provided on the unit website in Moodle.

Learning Log 4 you must submit in week 9
Learning Log 4 addresses Unit Learning Outcome 4: Develop the ability to use qualitative and quantitative techniques to address and solve OM problems within your chosen organisation. Thus, Learning Log 4 is about developing and demonstrating your ability to use qualitative and quantitative OM techniques we have addressed in the lectures and workshops and to use self-reflection about the learning experience. You must select one qualitative and one quantitative

technique as directed on the unit website in Moodle to address an OM challenge in the context of your selected organisation. You are also required to include self-reflection about your learning experience. Follow the assessment task instructions and guidance provided on the unit website in Moodle.

Learning Log 5 you must submit in week 11
Learning Log 5 addresses Unit Learning Outcome 5: Analyse recent and emerging trends in OM and their potential impact on organisational performance. Hence, Learning Log 5 is about developing and demonstrating your ability to analyse current and emerging trends in OM and their potential impact on your selected organisation, as discussed throughout the term in lectures and workshops, and to use self-reflection about your learning experience. Follow the assessment task instructions and guidance provided on the unit website in Moodle.

Assessment Due Date

Learning Log 1 must be submitted in Week 3 (before Sunday, March 24th at 11.45PM AEST). Learning Log 2 must be submitted in Week 5 (before Sunday, April 7th at 11.45PM AEST). Learning Log 3 must be submitted in Week 7 (before Sunday, April 28th at 11.45PM AEST). Learning Log 4 must be posted in Week 9 (before Sunday, May 12th at 11.45PM AEST). Learning Log 5 must be posted in Week 11 (before Sunday, May 26th at 11.45PM AEST).

Return Date to Students

Feedback on the Learning Logs from Weeks 3, 5, 7, 9, and 11 will be provided in written format as a COMMENT to the relevant Learning Log entry in Moodle ahead of the next compulsory Learning Log. Please check your Learning Log through the Moodle blogging tool regularly. The marks for each Learning Log entry will be accumulated throughout the term and finalised after Week 11.

Weighting
50%

Assessment Criteria
Each of your Learning Logs will be assessed according to your ability to:

1. Respond to the specific Learning Log task instructions and guidance (40%)
2. Write a candid and critical self-reflection about the assessment task. Include a reflection on the development of personal operations management capabilities and practices and identification of one's own strengths and weaknesses. Supported this with improvement suggestions for the next learning log and assessment 2 (40%)
3. Describe at least one academic and one professional literature reference supporting your assessment learning log (10%)
4. Use correct APA referencing for referenced literature (10%)

Each of the Learning Logs is worth 10% of the overall marks. That means the five Learning Logs part of Assessment 1 are worth 50% of the unit marks.

Referencing Style

- [American Psychological Association 7th Edition (APA 7th edition)](#)

Submission
Online

Submission Instructions
All Learning Log entries need to be completed through the Moodle blogging tool.

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.

2 Operations Management Business Report

Assessment Type
Report

Task Description
Assessment 2 involves writing a business report about your selected organisation in response to an assessment task designed for you to apply Operations Management (OM) concepts, methods and techniques. You will build on the OM insight you obtained at the workshops and by completing the Assessment 1 Learning Logs in the context of your selected organisation. You must analyse and assess the impact of advances in digital technologies in the context of your selected organisation and write an 1800-word business report about your findings. The complete Assessment 2 Tasks and Guidance is available on the unit website in Moodle. The assessment 2 is worth 50% of the unit marks. Follow the assessment task instructions and guidance provided on the unit website in Moodle.

Assessment Due Date
Week 12 Thursday (30 May 2024) 11:45 pm AEST
Please submit your report as a Word document via Moodle

Return Date to Students

Results and feedback will be available in Moodle on Certification Date

Weighting
50%

Assessment Criteria
Your Business Report will be assessed according to your ability to:

1. Identify digital technology advances relevant to your selected organisation's operations management. (10%)
2. Analyse and assess the impact of digital technology advances on the role operations managers perform within your selected organisation. (12%)
3. Analyse and examine the impact of digital technology advances on the interaction of operations management with other functional areas within your selected organisation. (12%)
4. Analyse and evaluate the impact of digital technology advances on the operational processes within your selected organisation. (12%)
5. Analyse and assess the impact of digital technological advances on the application of qualitative and quantitative operations management techniques used to address operational problems within your selected organisation. (12%)
6. Synthesise the findings of your analysis and assessment into a conclusion about the impact of digital technology advances technologies on OM in your chosen organisation. (12%)
7. Write a candid and critical self-reflection about the Assessment 2 task, including a reflection on the development of personal operations management capabilities and practices and identification of one's own strengths and weaknesses, supported with suggestions for self-improvement. (10%)
8. Write with a good flow of thought and correct grammar and spelling. Follow the provided report format. Provide a convincing executive summary, a clear and concise purpose in the introduction, and a clear and concise conclusion. Are within ±10% of the word limit for the report, excluding the executive summary, the table of contents, references, and appendices: 1800 words. (10%)
9. Critically review and integrate relevant academic and professional literature to support arguments. A minimum of ten (10) academic and professional references are included. Appropriate in-text referencing and reference list and adherence to the CQUniversity APA reference style. (10%)

Referencing Style

*   [American Psychological Association 7th Edition (APA 7th edition)](#)

Submission
Online

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.

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