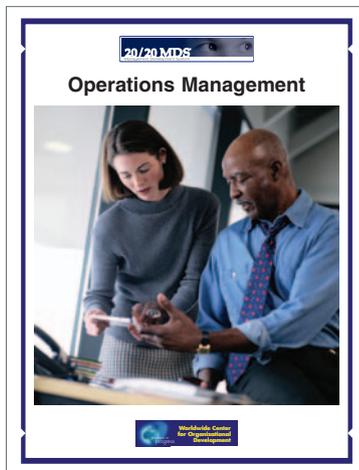


# Operations Management (Level B)



## Underpinning Competencies

- Making Decisions and Weighing Risk
- Setting Goals and Standards
- Planning and Scheduling Work
- Reciprocal Communication
- Getting Unbiased Information

## Linked Assessments (where applicable)

N/A

## *Elective*

This module looks at principles and techniques which apply equally well to the effective running of service and manufacturing companies, to commercial enterprises and to public sector organisations. You will examine what it means to be in charge of an organised and planned work environment and how to get there if you are not already in that fortunate or well-managed situation. The intention is not to tackle the most technical and specialised techniques of operations management; it is to cover the broad range that applies to all managers, in offices, restaurants, manufacturing, building societies, shops, hotels and all others.

As you go through the module you will see clearly the inter-relationship between a range of management activities and responsibilities, such as quality management, the need to meet the requirements of internal and external customers, marketing research and communications. Where appropriate there will be “signposts” out to other modules, so that you can explore specific topics in greater detail.

## Objectives

At the end of this module you will be able to:

- describe the importance of the supplier/customer chain which begins with your suppliers and ends with your external customers
- determine the importance of effective communications and feedback systems up and down the supplier/customer chain
- prepare specifications and schedules which are accurate and realistic and which meet customer requirements
- monitor the operations of your department or organisation and amend them as necessary to meet changing customer requirements
- evaluate the potential of stock control and process systems for your organisation or department.