



# MGMT3052

## Operations Management

Session 2, Special circumstances 2021

*Department of Management*

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#### **Disclaimer**

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#### **Session 2 Learning and Teaching Update**

The decision has been made to conduct study online for the remainder of Session 2 for all units WITHOUT mandatory on-campus learning activities. Exams for Session 2 will also be online where possible to do so.

This is due to the extension of the lockdown orders and to provide certainty around arrangements for the remainder of Session 2. We hope to return to campus beyond Session 2 as soon as it is safe and appropriate to do so.

Some classes/teaching activities cannot be moved online and must be taught on campus. You should already know if you are in one of these classes/teaching activities and your unit convenor will provide you with more information via iLearn. If you want to confirm, see the list of [units with mandatory on-campus classes/teaching activities](#).

Visit the [MQ COVID-19 information page](#) for more detail.

## General Information

Unit convenor and teaching staff

Unit Convenor

Dr Peter Shi

[peter.shi@mq.edu.au](mailto:peter.shi@mq.edu.au)

Credit points

10

Prerequisites

150cp at 1000 level or above including (HRM317 or MGMT3017) and (BBA350 or MGMT3050)

Corequisites

Co-badged status

Unit description

Operations management is about designing international processes and continually improving on them to contribute to an organisation's success and competitiveness. This unit provides an introductory understanding of operations management and covers a range of modules, including directing, designing, and delivering operations. Students will gain an understanding of key operational business practices and apply theory and techniques to real-world examples. Contemporary issues in operations management are also explored. By the end of the unit, students will be able to develop and consolidate the skills of communication, critical thinking, and problem-solving in operations management.

## Important Academic Dates

Information about important academic dates including deadlines for withdrawing from units are available at <https://www.mq.edu.au/study/calendar-of-dates>

## Learning Outcomes

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

**ULO1:** Demonstrate a critical understanding of operations management both in theory and in practice.

**ULO2:** Communicate effectively on operations management issues and challenges encountered within manufacturing and service organisations.

**ULO3:** Critically analyse and address issues in contemporary operations and quality management practice.

**ULO4:** Explain the importance of operations and supply chain management in today's global environment and show how its effective implementation can lead to competitive advantages.

## General Assessment Information

Late Assessment Policy:

Late assessment submissions must be submitted through the appropriate submission link in [iLearn](#). No extensions will be granted unless an application for [Special Consideration](#) is made and approved. There will be a **deduction of 10%** of the total available marks made from the total awarded mark for each **24 hour period** or part thereof that the submission is late. Late submissions will not be accepted after solutions have been discussed and/or made available.

*Note: applications for [Special Consideration Policy](#) must be made within 5 (five) business days of the due date and time*

## Assessment Tasks

Name	Weighting	Hurdle	Due
<a href="#">Individual Report</a>	30%	No	Week 5
<a href="#">Test</a>	20%	No	Week 7
<a href="#">Business Case Project</a>	50%	No	Weeks 8-13

### Individual Report

Assessment Type <sup>1</sup>: Report

Indicative Time on Task <sup>2</sup>: 36 hours

Due: **Week 5**

Weighting: **30%**

Students will be required to write an individual report of 2,000 words.

On successful completion you will be able to:

- Demonstrate a critical understanding of operations management both in theory and in practice.
- Communicate effectively on operations management issues and challenges encountered within manufacturing and service organisations.
- Critically analyse and address issues in contemporary operations and quality

management practice.

- Explain the importance of operations and supply chain management in today's global environment and show how its effective implementation can lead to competitive advantages.

## Test

Assessment Type <sup>1</sup>: Examination

Indicative Time on Task <sup>2</sup>: 20 hours

Due: **Week 7**

Weighting: **20%**

The test will cover the materials from week 1 to 6. It is designed to assess your understanding, not memory.

On successful completion you will be able to:

- Demonstrate a critical understanding of operations management both in theory and in practice.
- Critically analyse and address issues in contemporary operations and quality management practice.

## Business Case Project

Assessment Type <sup>1</sup>: Project

Indicative Time on Task <sup>2</sup>: 30 hours

Due: **Weeks 8-13**

Weighting: **50%**

There are two components in the case project: 1) group report and 2) individual presentation. The assessment is worth 50% in total. It is a 2500-word group report (worth 30% and assessed as a group) and a 20-minute individual presentation (worth 20% and assessed individually).

On successful completion you will be able to:

- Demonstrate a critical understanding of operations management both in theory and in practice.
- Communicate effectively on operations management issues and challenges encountered within manufacturing and service organisations.

- Critically analyse and address issues in contemporary operations and quality management practice.
- Explain the importance of operations and supply chain management in today's global environment and show how its effective implementation can lead to competitive advantages.

<sup>1</sup> If you need help with your assignment, please contact:

- the academic teaching staff in your unit for guidance in understanding or completing this type of assessment
- the [Writing Centre](#) for academic skills support.

<sup>2</sup> Indicative time-on-task is an estimate of the time required for completion of the assessment task and is subject to individual variation

## Delivery and Resources

Required text	Slack, N. and Brandon-Jones, A. (2019). Operations Management, 9th edition. Pearson Education UK. ISBN: 9781292253961
Unit web page	The web page for this unit can be found at: <a href="https://ilearn.mq.edu.au/login/">https://ilearn.mq.edu.au/login/</a>
Technology Used and Required	Students are required to have access to a personal computer and familiarise themselves with iLearn ( <a href="https://ilearn.mq.edu.au/login/">https://ilearn.mq.edu.au/login/</a> ).  iLearn will be used to post lecture slides, assessment details, student grades and as a means of communication between staff members and students.
Delivery Format and Other Details	The timetable for classes can be found on the University web site at: <a href="http://www.timetables.mq.edu.au/">http://www.timetables.mq.edu.au/</a>
Recommended readings	Recommended readings are provided via Leganto on the <a href="#">iLearn</a> Unit page
Inherent Requirements	None

## Unit Schedule

Please see iLearn

## Policies and Procedures

Macquarie University policies and procedures are accessible from [Policy Central](https://policies.mq.edu.au) (<https://policies.mq.edu.au>). Students should be aware of the following policies in particular with regard to Learning and Teaching:

- [Academic Appeals Policy](#)

- [Academic Integrity Policy](#)
- [Academic Progression Policy](#)
- [Assessment Policy](#)
- [Fitness to Practice Procedure](#)
- [Grade Appeal Policy](#)
- [Complaint Management Procedure for Students and Members of the Public](#)
- [Special Consideration Policy](#)

Students seeking more policy resources can visit [Student Policies](https://students.mq.edu.au/support/study/policies) (<https://students.mq.edu.au/support/study/policies>). It is your one-stop-shop for the key policies you need to know about throughout your undergraduate student journey.

To find other policies relating to Teaching and Learning, visit [Policy Central](https://policies.mq.edu.au) (<https://policies.mq.edu.au>) and use the [search tool](#).

## Student Code of Conduct

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: <https://students.mq.edu.au/admin/other-resources/student-conduct>

## Results

Results published on platform other than [eStudent](#), (eg. iLearn, Coursera etc.) or released directly by your Unit Convenor, are not confirmed as they are subject to final approval by the University. Once approved, final results will be sent to your student email address and will be made available in [eStudent](#). For more information visit [ask.mq.edu.au](https://ask.mq.edu.au) or if you are a Global MBA student contact [globalmba.support@mq.edu.au](mailto:globalmba.support@mq.edu.au)

## Student Support

Macquarie University provides a range of support services for students. For details, visit <http://students.mq.edu.au/support/>

## Learning Skills

Learning Skills ([mq.edu.au/learningskills](https://mq.edu.au/learningskills)) provides academic writing resources and study strategies to help you improve your marks and take control of your study.

- [Getting help with your assignment](#)
- [Workshops](#)
- [StudyWise](#)
- [Academic Integrity Module](#)

The Library provides online and face to face support to help you find and use relevant information resources.

- [Subject and Research Guides](#)
- [Ask a Librarian](#)

## Student Services and Support

Students with a disability are encouraged to contact the [Disability Service](#) who can provide appropriate help with any issues that arise during their studies.

## Student Enquiries

For all student enquiries, visit Student Connect at [ask.mq.edu.au](http://ask.mq.edu.au)

If you are a Global MBA student contact [globalmba.support@mq.edu.au](mailto:globalmba.support@mq.edu.au)

## IT Help

For help with University computer systems and technology, visit [http://www.mq.edu.au/about\\_us/offices\\_and\\_units/information\\_technology/help/](http://www.mq.edu.au/about_us/offices_and_units/information_technology/help/).

When using the University's IT, you must adhere to the [Acceptable Use of IT Resources Policy](#). The policy applies to all who connect to the MQ network including students.