

MODULE: BUSINESS OPERATIONS MANAGEMENT

Griffith College Dublin – Business Studies

Fall Semester

***PRE-REQUISITE:* 1 semester Organisational Management or similar**

INTRODUCTION

This module is designed to develop students understanding of the theoretical aspects of business operations and apply them to practical and creative situations. The module focuses on the recognition of the many components of business operations i.e. Human, technological, quality and environmental. It is also intended that the module focuses on the special skills and qualities required by individuals to complement their existing business skills. The module builds on knowledge gained in the various business disciplines of year one.

SYLLABUS

DEMAND FORECASTING AND MANAGEMENT

Regression Analysis
Risk Management
Order Processing

CAPACITY PLANNING

Utilisation
Scheduling
Alternative Capacity Plans

INVENTORY CONTROL

REPLENISHMENT MODELS

Just-In-Time (J.I.T.)
M.R.P. I
M.R.P II
Dependent vs Independent Demand

WORK MEASUREMENT STANDARDS AND IMPROVEMENT

Methods Study
Time Standards
Ergonomics

QUALITY CONTROL

Inspection Techniques
Total Quality Management (T.Q.M.)
World Class Manufacturing (W.C.M.)
ISO 9000

HUMAN ISSUES

Payment Mechanisms
Performance Measurement
Motivation

THE DESIGN OF PRODUCTS AND SERVICES

The Competitive Advantage Of Good Design
The Stages of Design – From Concept To Specification
The Benefits of Interactive Design
