

BUS511 Managing Sustainable Operations

Level: 5

Credit Units: 5 Credit Units

Language: ENGLISH

Presentation Pattern: EVERY JAN

Synopsis:

BUS481/BUS511 Managing Sustainable Operations examines the transformation processes of an organisation. It focuses on the design, management and optimisation of production and service processes to achieve maximum efficiency and effectiveness, and helps students understand the uncertainties in the service processes, and the strategies and quantitative techniques to address such problems.

Classic operations management theories center on maximising shareholders' interests. To account for the impact of an organisation's operations on the interests of various stakeholders, the concepts of sustainability, ethics and social responsibility are introduced in this course, followed by the tools and strategies that can help the organisation achieve operational sustainability.

Last but not least, this course discusses new technologies and innovations that disrupt and redefine the current operational models, and assesses their impact on operational efficiency, effectiveness and sustainability.

Topics:

- Operational Strategy
- Process View of Organisations and Supply Chain
- Efficiency and Effectiveness in Operations
- Process and Capacity Analysis
- Service Operations Management
- Inventory Management
- Quality Management
- Sustainability in Operations
- Ethics and Social Responsibility in Operations
- Sustainable Operations Management and Design
- New Technologies and Innovations in Operations
- Emerging Topics in Sustainable Operations

Textbooks:

Jacobs, F.R. and Chase, R.B.: Operations and Supply Chain Management 15 MCGRAW
ISBN-13: 9781259924354

Gilvan C. Souza (2018): Sustainable Operations and Closed-loop Supply Chains 2nd Business Expert
Press, LLC
ISBN-13: 9781947098664-AA

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Learning Outcome:

- Appraise the role of operations management in an organisation
- Examine the efficiency and effectiveness of operations management
- Recommend strategies to address uncertainties in operations
- Evaluate quantitative techniques for decision making in operations
- Assess ethics and social responsibility issues in operations management
- Select different approaches and strategies for sustainable operations management
- Critique the impact of innovations and new technologies on sustainable operations
- Apply quantitative skills to analyse and solve problems arising in an organisation's operations
- Demonstrate critical thinking in evaluating sustainability issues of an organisation's operations
- Discuss through different forms of communication, such as verbal, written and formal presentations, presenting knowledge or an argument in a way which is comprehensible to others

Assessment Strategies:

| Continuous Assessment Component | Weightage (%) |
|--|----------------------|
| PRE-COURSE QUIZ | 10 |
| TUTOR-MARKED ASSIGNMENT | 25 |
| PARTICIPATION | 15 |
| Sub-Total | 50 |

| Examinable Component | Weightage (%) |
|-----------------------------|----------------------|
| ECA | 50 |
| Sub-Total | 50 |

Weightage Total **100**