

# Syllabus

for course at first level

**Operations Management**  
**Verksamhetsledning**

**7.5 Higher Education**  
**Credits**  
**7.5 ECTS credits**

|                          |                                                                                           |
|--------------------------|-------------------------------------------------------------------------------------------|
| <b>Course code:</b>      | FE3427                                                                                    |
| <b>Valid from:</b>       | Spring 2021                                                                               |
| <b>Date of approval:</b> | 2013-12-02                                                                                |
| <b>Changed:</b>          | 2020-11-30                                                                                |
| <b>Department</b>        | Stockholm Business School                                                                 |
| <b>Main field:</b>       | Företagsekonomi                                                                           |
| <b>Specialisation:</b>   | G1F - First cycle, has less than 60 credits in first-cycle course/s as entry requirements |

## Decision

This course syllabus was approved by the Educational Committee at Stockholm University School of Business on 2013-12-02, and revised 2014-12-19. Last revision was approved by the Head of Department, Stockholm Business School, Stockholm University 2020-11-30.

## Prerequisites and special admittance requirements

45 HE credit points completed from Business Administration I and Business Administration II, or the equivalent.

## Course structure

| Examination code | Name                  | Higher Education Credits |
|------------------|-----------------------|--------------------------|
| 3226             | Operations Management | 7.5                      |

## Course content

Managing operations is a central task in future careers of business students in public and private sectors, in services and manufacturing, in Sweden and around the world. It is especially central in organisations where operations is seen as a core value creating function or source of competitive advantage. Qualified operations managers have a distinct and important role not only in maintaining daily operations, but also as drivers of strategic change and development efforts. The course thus departs from the need for advanced knowledge on the strategic management of operations.

The course will focus on both content and process of formulating operations strategies. Content refers to issues such as capacity, supply network, process technology and development and organisation. Process refers to how a strategy is implemented, for example by linking market requirements to operating capabilities.

## Learning outcomes

Intended Learning Outcomes

The course gives the students comprehensive understanding and knowledge on the strategic management of operations in different types of sectors such as health care, government authorities, retailing, banking and manufacturing. Student will be able to analyse operations systems as well as participate in, improve and lead change efforts.

Upon completion of the course, students should be able to:

#### Knowledge and understanding

1. Demonstrate knowledge of basic concepts in the field of operations management and why and how goods and service production can contribute to increased competitiveness.

#### Skills and abilities

2. Individually use methods, models and theoretical perspectives in real life situations to analyse and improve operational performance.

#### Judgement and approach

3. Critically evaluate organisational situations in relation to the external environment and make appropriate operational decisions.

To pass the course all learning objectives must be met.

#### Education

The course consists of a combination of lectures, seminars and group work and requires a significant portion of self-study on the part of students. Assessment for the course will be continuous and is carried throughout the different activities of the course.

The course workload is 200 hours equivalent to 7,5 ECTS (40 hours per week equivalent to 1,5 ECTS).

The language of instruction is English. Please note that all teaching and learning activities - such as lectures, seminars, assignments and assessment tasks – are carried out in English when the language of instruction is English.

#### Forms of examination

Assessment for the course will be continuous and is carried throughout the different course activities. Each assessment task is weighted in relation to its importance in the overall assessment of the course. The student's results from the different assessment tasks are added up to a total course score that will then translate into the final grade for the course.

#### Assessment tasks

The course contains the following weighted assessment tasks:

1. Individually written course exam, assesses intended learning outcome 1; constitutes 60% of total course points.
2. Three seminar assignments, assesses intended learning outcomes 1-3; constitutes 40% of total course points.

#### Grading

After completion of the course, students will receive grades on a scale related to the intended learning outcomes of the course. Passing grades are A, B, C, D and E. Failing grades are Fx and F. A grade Fx can be completed for a grade E.

A course comprises 0–100 course points. Receiving a final passing grade requires  $\geq 50$  course points. The scale for the final grade is tied to fixed score intervals: A: 90-100; B: 80-89; C: 70-79; D: 60-69; E: 50-59; Fx: 45-49; F: 45. The grades correspond to the total score points a student obtains (over a total of 100) for all the weighted assessment tasks combined as part of the continuous assessment for the course.

Each assessment task is awarded 0–100 points. The score for a single assessment task is the number of points multiplied by its percentage weight, and the combined total of score points for all assessment tasks for the course are added up to a final score between 0 and 100 which then translates into a corresponding final course grade between A and F.

All assessment tasks are assessed on a 100-point scale.

The student is responsible for completing the course's assessment tasks: that a sufficient amount of course points is earned and a passing course grade is obtained. The course's final assessment task can only be taken twice: 1) during the course, its first final assessment task; and, if a passing result ( $\geq 50$  course points) was not achieved at the first occasion, 2) in the course's second, scheduled final assessment task. All other assessment tasks are only offered once during the course.

A passing grade (A–E) in the course is obtained when a student has achieved  $\geq 50$  course points.

A failing grade (Fx or F) in the course is obtained when a student has not achieved  $\geq 50$  course points:

- If 45–49 course points are achieved, a grade Fx is obtained, which can be completed for a grade E within 3 semester weeks after receiving instructions from the course director. If a complementary task is not completed within this time limit, and the course's two final assessment tasks have been accomplished, the course grade Fx is confirmed, implying that the student must re-register for the course and that previously acquired course points are forfeited. Note that first-time registered students have priority access to the seminar groups.

- If 45 course points are achieved, a grade F is obtained, implying that the entire course must be retaken and that previously acquired course points are forfeited.

Students receiving a passing grade may not retake the final examination or complete a previously not completed assessment task to attain a higher grade. A passing grade may not be turned into a failing grade upon the request of a student.

#### Assessment criteria

Assessment criteria are designed as overall assessments, combined qualitative descriptions of what the student is expected to do in order to demonstrate how well the course's learning outcomes are achieved. The assessment criteria are based upon the general abilities as expressed in the degree objectives of the Higher Education Ordinance (appendix 2, System of Qualifications). The list of abilities below is a compilation of these degree objectives. To pass the course (grade E) students should demonstrate general ability to:

- recall, understand and explain course content, the course subject and its scientific basis and methodology;
- apply course content;
- critically analyse course content;
- problematise course content;
- orally and in writing, present and discuss course content;
- assess course content in terms of scientific, social, and ethical aspects;
- relate course content to current social issues;
- meet standards of written presentation and formal accuracy.

The following assessment criteria are used to decide to what extent students have demonstrated these abilities and hence fulfil the course's intended learning outcomes, whereby a grading decision can be made. A higher grade-level presupposes the abilities at lower levels.

#### A (Excellent) ☐

The student demonstrates ability to evaluate and relate to the content of the course from a comprehensive, critically reflective perspective, as well as to transfer and apply insights in new, meaningful contexts.

#### B (Very Good) ☐

The student demonstrates ability to, from an overarching and coherent perspective of the field, understand and use concepts to explain how different aspects of the course relate to each other, interconnect and become meaningful.

#### C (Good) ☐

The student demonstrates ability to discuss the content, tasks and complex issues dealt with in the course from several well-developed but mainly independent perspectives.

D (Satisfactory) ☐

The student demonstrates satisfactory ability to discuss the content, tasks and complex issues dealt with in the course in a way that, albeit in-depth and elaborate, is decidedly one-dimensional.

E (Sufficient) ☐

The student demonstrates sufficient ability to discuss the content, tasks and complex issues dealt with in the course in a way that is decidedly one-dimensional.

Fx (Fail) ☐

The student's knowledge, skills and abilities display minor flaws, overall or in significant parts.

F (Fail) ☐

The student's knowledge, skills and abilities display major flaws, overall or in significant parts.

### **Interim**

If the course is discontinued, or its contents are substantially altered, students have the right to be examined according to this syllabus once per semester for three further semesters.

### **Limitations**

This course may not be included in a degree together with a course, taken in Sweden or elsewhere, of identical or partially similar content.

### **Required reading**

Required Reading

Slack, Brandon-Jones & Johnston (latest edition) Essentials of Operations Management, Pearson education Limited.

A selection of academic articles and other course material (updated each semester, see the study guide).