

Valid for 2023.FS

<b>Module Name: Operation &amp; Process Management</b>			
Module Code	w.BA.XX.ZOP.XX		
Module Description	Students are able to design, manage, and improve simple practical processes. They learn about the most common concepts and their practical implementation from examples drawn from industrial and service companies. In addition, the curriculum enables students to understand the interrelationships between the process of producing deliverables (operations) and the other processes of an enterprise, thereby promoting their ability for interdisciplinary thought and action.		
Program and Specialization	<ul style="list-style-type: none"> <li>§ Business Administration - Specialization in Accounting, Controlling, Auditing</li> <li>§ Business Administration - Specialization in Banking and Finance</li> <li>§ Business Administration - Specialization in Behavioral Design</li> <li>§ Business Administration - Specialization in Economics and Politics</li> <li>§ Business Administration - Specialization in General Management</li> <li>§ Business Administration - Specialization in Marketing</li> <li>§ Business Administration - Specialization in Risk and Insurance</li> <li>§ Business Information Technology</li> </ul>		
Legal Framework	Academic Regulations BSc dated 29.01.2009, for the degree programs in Business Administration, International Management, Business Information Technology, Business Law, Business Law and Applied Law, first adopted on 12.05.2009		
Module Category	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"><b>Module Type:</b> Compulsory</td> <td style="width: 50%;"><b>Program Phase:</b> Main Study Period</td> </tr> </table>	<b>Module Type:</b> Compulsory	<b>Program Phase:</b> Main Study Period
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ECTS	6		
Organizational Unit	W Institute for Organizational Viability		
Module Coordinator	Florian Spychiger (spyc)		
Deputy Module Coordinator	Michael Lustenberger (luse)		
Prerequisite Knowledge	Principles of strategic Management, advanced strategic management Foundations of marketing Financial accounting/financial analysis		
Contribution to Program Learning Goals (Affected by Module)	<ul style="list-style-type: none"> <li>§ Professional Competence</li> <li>§ Methodological Competence</li> <li>§ Social Competence</li> <li>§ Self-Competence</li> </ul>		
Contribution to Program Learning Objectives	Professional Competence <ul style="list-style-type: none"> <li>§ Knowing and Understanding Content of Theoretical and Practical Relevance</li> <li>§ Apply, Analyze, and Synthesize Content of Theoretical and Practical Relevance</li> <li>§ Evaluate Content of Theoretical and Practical Relevance</li> </ul> Methodological Competence <ul style="list-style-type: none"> <li>§ Problem-Solving &amp; Critical Thinking</li> <li>§ Scientific Methodology</li> <li>§ Work Methods, Techniques, and Procedures</li> <li>§ Information Literacy</li> <li>§ Creativity &amp; Innovation</li> </ul> Social Competence <ul style="list-style-type: none"> <li>§ Intercultural Insight &amp; Ability to Change Perspective</li> </ul> Self-Competence <ul style="list-style-type: none"> <li>§ Self-Management &amp; Self-Reflection</li> <li>§ Ethical &amp; Social Responsibility</li> <li>§ Learning &amp; Change</li> </ul>		
Module Learning Objectives	Students... <ul style="list-style-type: none"> <li>§ understand the basic concepts of process management and explain how they are employed in supply chain and operations management</li> <li>§ apply suitable models and procedures of operation management to operational problems and analyze these problems</li> <li>§ structure and categorize problems with regard to models and procedures of operation management</li> <li>§ evaluate the results of analyses and deduce appropriate solutions</li> <li>§ communicate operational problems in a structured manner</li> <li>§ visualize and explain the results of analyses</li> <li>§ develop the ability to understand optimization of value-added processes as a core activity of business administration</li> <li>§ develop the ability to evaluate the processes of an organization to produce deliverables with regard to their development potential</li> </ul>		

Module Content	§ The operations of an enterprise § Process management § Process design § Product design § Supply chain management § Planning and control of operations § Lean management § Quality management § Process improvement § Technology management § Circular economy		
Links to other modules	-		
Methods of Instruction	§ Lecture § Interactive Instruction § Application Tasks § Case Studies § Exercises § Problem-Oriented Teaching § Literature Review	<b>Social Settings Used:</b> Individual Work	
Digital Resources	§ Reader § Teaching Videos § Teaching Materials § Practice and Application Exercises (with Key) § Case Studies (with Key) § Multiple Choice Tests		
Type of Instruction	<b>Classroom Instruction</b>	<b>Guided Self-Study</b>	<b>Autonomous Self-Study</b>
Large Class	28 h	72 h	
Small Class	28 h	-	
Group Instruction	-	-	
Practical Work	-	-	
Seminar	-	-	
<b>Total</b>	<b>56 h</b>	<b>72 h</b>	
Performance Assessment			
<b>End-of-module exam</b>	<b>Form</b>	<b>Length (min.)</b>	<b>Weighting</b>
Written exam	Closed book	90	90,00 %
<b>Permitted Resources</b>	Approved calculator according to "Guidelines on Supplementary Materials"	With dictionary	
<b>Others</b>	<b>Assessment</b>	<b>Length (min.)</b>	<b>Weighting</b>
Guided self-study tests (8-10)	Grade	10	10,00 %
Classroom Attendance Requirement	Mandatory Attendance: None		
Language of Instruction/Examination	German		
Compulsory Reading	-		
Recommended Reading	§ Heizer, J., Render, B. & Munson, C. (2016). Operations Management: Sustainability and Supply Chain Management. 12th edition. London: Pearson Prentice Hall. ISBN 978-1292148632. § Grabner, T. (2017). Operations Management: Auftragserfüllung bei Sach- und Dienstleistungen. 3rd edition. Wiesbaden: Springer Gabler. ISBN 978-3658144838. § Slack, N. & Brandon-Jones, A. (2019). Operations Management. 9th edition. London: Pearson Education. ISBN 978-1-292-25396-1.		
Comments	-		