

Valid for 2021.HS

<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 - Accounting, Controlling, Auditing</li> <li>§ Business Administration - Banking and Finance</li> <li>§ Business Administration - Economics and Politics</li> <li>§ Business Administration - General Management</li> <li>§ Business Administration - Risk and Insurance</li> <li>§ Business Information Technology</li> </ul>		
Legal Framework	Academic Regulations BSc dated 29.01.2009, Appendix to the Academic Regulations for the degree programs in Business Administration, Business Information Technology, and Business Law, first adopted on 12.05.2009		
Module Category	<table border="0" style="width: 100%;"> <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	Michael Lustenberger (luse)		
Deputy Module Coordinator	Florian Spychiger (spyc)		
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	<ul style="list-style-type: none"> <li>Professional Competence</li> <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> <li>Methodological Competence</li> <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> <li>Social Competence</li> <li>§ Intercultural Insight &amp; Ability to Change Perspective</li> <li>Self-Competence</li> <li>§ Self-Management &amp; Self-Reflection</li> <li>§ Ethical &amp; Social Responsibility</li> <li>§ Learning &amp; Change</li> </ul>		
Module Learning Objectives	<p>Students...</p> <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 (continuous improvement, BPR) § Technology management		
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>	<b>52 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	§ Slack, N. & Brandon-Jones, A. (2019). Operations Management. 9th edition. London: Pearson Education. ISBN 978-1-292-25396-1.		
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. & Johnston, R. (2016). Operations Management. 8th edition. London: Pearson Education. ISBN 978-1-292-09867-8.		
Comments	The module description is based on the assumption that in the fall semester 2021 classes and exams will both take place on campus. Changes affecting the module or type of performance assessment are however possible at short notice if the situation changes due to the pandemic.		