

SPECIALIST OPERATIONS MANAGEMENT PROGRAMME

NQF Level 6

Participant Profile

Participants are typically Operations Managers, Production Managers or individuals who have been working in the operations/production field for three years. This short learning programme is also ideal for the person who has successfully completed a tertiary qualification in a different field of study, but whose career path has developed within the Operations, Production or Logistics fields.

Short Learning Programme Structure

The Specialist Operations Management Programme (SOMP) is a short learning programme at NQF level 6 and consists of 7 modules which are presented by way of lectures, group discussions, case studies and role plays. The lecturing contact time is 36 hours per module. Two modules are conducted concurrently over 12 weeks of part-time study, and are completed before the commencement of the next two modules. The short learning programme methodology is practical, involving a problem solving approach to knowledge transfer. Delivery may also take the form of block release.

Learning Outcomes

On completion of this short learning programme, the learner will be able to:

- Demonstrate comprehensive knowledge in the field of operations management.
- Analyse and evaluate data, ideas, theories and practices within the operations field.
- Identify key elements and solve problems using appropriate methods and theories.
- Practically apply the knowledge and skills learnt on the programme to scenarios presented in case studies and in the workplace.

The short learning programme develops an operational specialist with skills relevant to both a world class manufacturing and a total quality service environment.

Evaluation of Participants

Assessment is both formative and summative and includes:

- Weekly individual and group exercises and tasks
- Group and individual assignments
- Open and closed book case study integrative assessments

To complete the short learning programme successfully, and be awarded a certificate, learners must be found competent in all aspects of the summative assessment according to requirements listed in the relevant student handbook.

Entrance Criteria

The minimum entry requirements for admission to the SOMP are:

- Twenty three years of age and
 - Three years business experience and
 - Senior certificate or NQF 4 equivalent and proven management competency within the operations field
- or**
- Successful completion of the Business Studies Unit's Business Management Development Programme (BMDP)
- or**
- Alternative admission can be achieved via the DUT RPL process or mature age exemption.

SPECIALIST OPERATIONS MANAGEMENT PROGRAMME

NQF LEVEL 6

Contents of Modules

MODULE 1: Organisational Behaviour

Overview of organizational Behaviour; Organisational Behaviour in Global and Diverse Context; Foundations of Individual Behaviour; Attitudes and Job Satisfaction; Personality and Values; Perception and Individual Decision Making; Basic Motivation Concepts; Motivation - From Concepts to Application; Emotions and Moods; Foundations of Group Behaviour; Understanding Work Teams; Communication; Basic Approaches to Leadership; Contemporary Issues in Leadership; Foundations of Organisational Structure; Organisational Culture; Human Resource Policies and Practices; Organisational Change and Stress Management

MODULE 2: Financial Management

The Objectives of Accounting; Annual Financial Statements (AFS); Financial Analysis of AFS, Risk & expected return, The cost of capital, Budgeting & cash flow, C-V-P Analysis (Break-even), Working Capital, Methods of Financing a Business

MODULE 3: Quality Management

Introduction to Quality Management; Quality Paradigms and Gurus; Quality processes; Planning & Control; Quality Management systems; Cost & Systems; Administration; Improvement Technology; Quality Control; Statistical process Control; Total Quality Management

MODULE 4: Demand Management & the JIT

The theories, principles, concepts and models underpinning Operations Management; The strategic role and objectives of Operations Management; The important theories, principles and concepts of Design in Operations; Theories, principles and models for layouts; Planning and Control; Capacity planning and control; Forecasting and Inventory planning; Theories, principles and models for JIT; Quality planning and control; Operations improvements; Total Quality Management; The Operations challenge.

MODULE 5a: Corporate Governance (Elective)

Why Corporate Governance; Strategy and its Implementation; Composition and Selection of the Board of Directors; Directors and their responsibilities; Functioning of the board, Board Committee; Financial reporting and communication; Risk management and internal control.; External audit; Internal audit; Integrated sustainability reporting.; Public sector; Remuneration of Directors; Corporate Governance in Private Businesses and other small organizations.

MODULE 5b: Quantitative Techniques (Elective)

The use of Calculus; Quantitative approach, managing data, survey methods & presentation of data; Measures of Location and Dispersion; Index numbers; Correlation & Regression; Time Series; Introduction to Probability - Discrete & Continuous Probability distributions; Confidence Intervals; Significance Testing; Time value of money; Modelling stock control and queues

MODULE 6: Inbound Logistics Outbound Logistics

The Challenge of Purchasing & Supply Management; Effective purchasing & supply chain management; Procedures and information flow; Technology & "E" Commerce; Quality specification & inspection; Quantity & Delivery; Supplier selection & Outsourcing; Price determination & Purchase logistics service; Legal aspects of Purchasing and Research management; Global supply management; Capital goods acquisitions; Services Purchasing and Strategies for Purchasing and Supply chain management.

MODULE 7: Material Requirements Planning

The whole and its parts; Prerequisites of MRP, MRP logic; Keeping MRP up to date; Lot sizing and safety stock; Data requirements and management; Bill of material; Developing valid inputs; Making outputs useful; Planning vs Execution; Lessons of the past; The future of MRP.

Concluding Remarks

- Due to the dynamic nature of the South African business environment, the BSU reserves the right to make changes to its short learning programmes where necessary.
- The presentation of a short learning programme or any format is subject to sufficient enrolment as determined by the BSU.
- In order to gain admission to the BTech: Management programme at NQF level 7, applicants must satisfy all of the entry requirements of that qualification.