

Unit 7: Principles of Operational Planning

Unit reference number: M/506/4182

QCF Level: 4

Credit value: 15

Guided learning hours: 67

Unit aim

The aim of this unit is to give learners knowledge and understanding of the principles of operational planning, including the activities that make up operations management, the relationship between operations and business performance and the importance of administration in operations management.

Unit introduction

Operational planning is an important aspect of the day-to-day running of a business.

In this unit, you will gain an understanding of the activities that make up operations management, including the main types of operations found within business, how all operational activities can be represented as systems and the characteristics which differentiate operational systems.

You will also learn about the relationship between operations and business performance, including how the operations function supports business performance, the main internal measures of success used by businesses and how internal measures of success link to business objectives.

Finally you will gain an understanding of the importance of administration in operations management, including the relationship between operations and administrative management, the process and functional approaches to operations management, the relationship between operations and the supply chain and the link between operations and quality management.

Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

On completion of this unit a learner should:

Learning outcomes	Assessment criteria
1 Understand the activities that make up operations management	1.1 Outline the main types of operations found within business 1.2 Explain how all operational activities can be represented as systems 1.3 Analyse the characteristics which differentiate operational systems
2 Understand the relationship between operations and business performance	2.1 Describe how the operations function supports business performance 2.2 Identify the main internal measures of success used by businesses 2.3 Evaluate how internal measures of success link to business objectives
3 Understand the importance of administration in operations management	3.1 Analyse the relationship between operations and administrative management 3.2 Critically compare the process and functional approaches to operations management 3.3 Analyse the relationship between operations and the supply chain 3.4 Explain the link between operations and quality management

Unit content

1 Understand the activities that make up operations management

Main types of operations: management process; operational processes; supporting processes

Characteristics of operational systems: main features; advantages and disadvantages; extra functionality; across organisation use

2 Understand the relationship between operations and business performance

How operations function supports business performance: shares ideas; brings together resources and ideas to create product; improve processes; help achieve objectives; flexibility; increase collaboration

Internal measures of success: key performance measures; profit; increase customer base, improve customer satisfaction; increase employee satisfaction

3 Understand the importance of administration in operations management

Relationship between operations and administrative management: efficiency; access to knowledge and information

Process approach: measured inputs; measured outputs; Hazard Analysis of Critical Control Points (HACCP)

Supply chain: different people/resources/departments involved in developing a product/service through the different stages of operation; efficiency; resources; who is involved

Operations and quality management: reliability; efficiency; responsiveness to customers; flexibility; competitive; price; Total Quality Management

Essential guidance for tutors

Delivery

Learners are expected to enquire into the topics under discussion, to question theory and to compare and contrast theory with their professional knowledge and practice. For some learners this will mean building on existing knowledge and earlier studies, while for others it will mean drawing on experience gained in a work environment.

Delivery will be through blended learning, using business resources and class-based teaching. Standard tuition materials, texts, business simulations, exercises and formative assessments can be used. Other delivery techniques can also be used, for example, practical work, role play, tutorials, seminars and discussion groups where personal and professional practice can be shared and discussed can also be used. Learners are encouraged to engage in social learning to carry out practical work, discuss problems, consider experiences, work on case studies, prepare reports for presentation and carry out research on operational planning. Learners in work are expected to use their working context and roles to learn about the practical techniques associated with operational planning.

Assessment

This guidance supports assessors in making decisions about how best to assess each unit and the evidence needed to meet the assessment requirements. Centres can adapt the guidance for learners and the particular assessment context, as appropriate.

It is important that suitable organisations are chosen for investigation so that learners can acquire the information they need to meet the assessment criteria.

Evidence can be presented as a written report or presentation. If a presentation is used, then copies of slides, handouts and presenter notes must be included, as well as learner observation records completed by the tutor.

It would be beneficial for learners to work in discussion groups, to help them gain examples based on their own and other experiences.

For learning outcome 1, learners will need to outline the main types of operations found in their selected business (AC1.1), explain how all operational activities can be represented as systems (AC1.2) and analyse at least three characteristics which differentiate operational systems (AC1.3).

For learning outcome 2, learners will need to describe how the operations function supports business performance in their selected organisation (AC2.1), identify the main internal measures of success used by their selected business (AC2.2) and evaluate how internal measures of success link to their business objectives (AC2.3).

For learning outcome 3, learners will need to analyse the relationship between operations and administrative management (AC3.1), critically compare the process and functional approaches to operations management in their selected organisation (AC3.2), analyse the relationship between operations and the supply chain (AC3.3) and explain the link between operations and quality management (AC3.4).

Evidence of Recognition of Prior Learning (RPL) can also be used within the unit to confirm competence. Wherever possible, the learning outcomes in this unit should be assessed holistically across the qualification.

Indicative resource materials

Websites

www.leoisacc.com/operations/index.htm - Online resources for Sports Management: section of the website dedicated to operational planning