

Statement of participation

Guest user

has completed the free course including any mandatory tests for:

Understanding operations management

This 4-hour free course provided a basic framework for understanding operations management, one of the central functions of all organisations.

Issue date: 14 March 2022



www.open.edu/openlearn

This statement does not imply the award of credit points nor the conferment of a University Qualification.
This statement confirms that this free course and all mandatory tests were passed by the learner.

Please go to the course on OpenLearn for full details:

<https://www.open.edu/openlearn/money-business/leadership-management/understanding-operations-management/content-section-0>

COURSE CODE: B700_2

Understanding operations management

<https://www.open.edu/openlearn/money-business/leadership-management/understanding-operations-management/content-section-0>

Course summary

Operations management is one of the central functions of all organisations. This free course, Understanding operations management, will provide you with a basic framework for understanding this function, whether producing goods or services or in the private, public or voluntary sectors. In addition, this OpenLearn course discusses the role of operations managers and the importance of focusing on suppliers and customers.

Learning outcomes

By completing this course, the learner should be able to:

- define 'operations' and 'operations management'
- identify the roles and responsibilities of operations managers in different organisational contexts
- apply the 'transformation model' to identify the inputs, transformation processes and outputs of an organisation
- identify operational and administrative processes
- describe the boundaries of an operations system, and recognise its interfaces with other functional areas within the organisation and with its external environment.

Completed study

The learner has completed the following:

Section 1

Understanding operations management

Section 2

Operations, operations management and operations managers

Section 3

The transformation model

Section 4

The boundary of the operations system