Management School – Undergraduate Coursework Specification 2021-2022

Module Code: MGT253	**Coursework Code**: I
Module Title: Principles of Operations Management	
Date Available: 7th of February 2022	

Submission: Friday 29nd of April, 12pm (noon)

Your submission consists of two files: a MS Excel spreadsheet with the results of your simulation; and a MS Word file with your 1200-1500 words report.

ATTENTION: The excel file's sheets must be *read-only and password protected*. This will avoid accidental changes during revision.

Electronic submission only through Blackboard. You are allowed to utilise the Turnitin Check before the assignment deadline which can be accessed via the information room. This allows you to generate an originality report and use this to improve your referencing and citation skills.

Please note: Turnitin Check is NOT the final submission – you still need to submit your work to the Assignment Link on the module Blackboard site, otherwise it will be marked as Not Submitted.

You should note that the time of submission is taken from once the document has been successfully uploaded and confirmed – this may take more than five minutes during busy periods. Late penalties will be applied to any work submitted from 12.01pm on **Friday 29th of April** onwards. Details of how to calculate a late penalty can be found in your programme Handbook. It is your responsibility to ensure the correct document/file has uploaded successfully.

When submitting you must:

1. Include a completed cover sheet (available from Blackboard (MOLE))
2. Use '*StudentNumber*-MGTXXX-I' (e.g. 190011001-MGT253-I) as the document's file name and also as the Assignment Title in Turnitin.
3. Use '*StudentNumber*-MGTXXX-IS' (e.g. 190011001-MGT253-IS) as the excel file's name.

Contribution to Final Mark for Module: 30%

Maximum Word Length: 1500

The word count is for the main body of the text and ignores the reference list and appendices. If you exceed the word length you will be penalised. For details see the Management School Handbooks.

Please note that SUMS does not have a word count tolerance - it is a stated maximum as outlined above.

Requirements:

The Theory of Constraints, introduced and popularised by the book *The Goal. A Process of Ongoing Improvement*. by Eliyahu Goldratt and Jeff Cox, is a body of knowledge that deals with all the obstacles that limit or constraint the organisation's ability to achieve its goals.

In this work you will use a spreadsheet to conduct a simulation that replicates the experiment ran in Chapter 14 of the book by a group of boy scouts.

This work will be explained and partially developed during tutorial sessions 2 and 3 (weeks 27 [5] and 29 [7], and 28 [6] and 30 [8], depending on your tutorial group) and must be finished and submitted as an individual work by the end of Week 34 (**Friday 29nd of April 2022**).

The submission consists of the MS Excel file containing the simulation exercises, and a 1200-1500 words essay answering the questions indicated in the statement of the problem.

The essay should also include:

A short description of the experiment within the context of the book chapter.

A thorough reflection about the impact of bottlenecks on a company's processes. You should show that you clearly understand what a bottleneck is in an industrial or service process, and how can a manager avoid and/or correct them. Your reflection should link what you observed in the simulation experiment with real life situations in industrial and service settings.

The report must include some graphic support.

Further details of the exercise are provided in the document associated to this specification form.

Assessment criteria	**<40% (Fail)**	**40-44% (Pass)**	**45-49% (3rd class)**	**50-59% (2.2)**	**60-69% (2.1)**	**70-79 % (1st class)**	**80 % and above (1st class)**
Correct specification of the simulation exercise (40%)	Determined by the % of points allocated to each section of the submission. Points are allocated exclusively depending on the accuracy of the formulas used. The numerical results, being random, cannot be evaluated.						
Analysis and discussion of the results (25%)	No attempt made to present an analysis of the results. No attempt for answering the questions that appear in the text of the problem.	A mere and superficial description of the results without analysis. Minor attempt to answering the specific questions in the statement.	Shows an attempt for analysing the numerical results of the simulation. The answers to the questions are somehow correct, but lack depth.	Provides a more detailed analysis of the numerical results of the simulation. The answers to the questions are generally correct.	Clear and detailed analysis of the numerical results of the simulation. The answers to the questions are correct, but lack. Provides graphical support for the analysis.	In depth analysis of the simulation results. Use of graphical and statistical tools to support the discussion and the answers to the questions. Shows a serious attempt to deploy critical analysis.	Excellent and well-grounded analysis of the simulation results. Use of graphical and statistical tools to support the discussion. The answer to all the questions is correct and reflects a high level of critical analysis.
Use of academic literature for linking the exercise to the actual impact of a bottleneck in a company's operations (25%)	No attempt is made to link the results of the simulation with the actual concept of bottleneck.	Provides a definition of the bottleneck in process design, but the link with the exercise is loose.		Shows a good understanding of the concept of bottleneck and establishes a link with the results of the simulation. The discussion is somehow grounded in academic literature.	Shows a very good understanding of the concept of bottleneck and establishes a link with the results of the simulation. The discussion is grounded in academic literature and provides practical examples. No examples are provided	Provides a more detailed discussion of the concept and impact of bottlenecks in service and industrial processes and finds clear links with the results of the simulation. Good use of sources in academic literature provides practical examples.	Provides a critical discussion of the concept and impact of bottlenecks in service and industrial processes and finds clear links with the results of the simulation. Excellent use of sources in academic literature provides practical examples.
Presentation, structure and style of the report (10%).	Poorly formatted document.	A better organised document, but lacks graphical support or a references section.		Well organised document. Misses graphical support. Some references are included.	Well organised document including literature. Graphical support is provided.	Very well organised document with literature and graphical support. The English style, however, can be improved.	Excellent written and very well organised document with literature and graphical support.

Referencing: you must reference your work correctly using the Harvard method. Failure to do so will result in the deduction of marks and possible proceedings under the University's Regulations as to the Use of Unfair Means

Independence of working:

You are reminded of the University's Regulations on the Use of Unfair Means and academic integrity which are outlined in the School's Handbooks. If there is a suspicion that your work is not your own and that you have used unfair means or there is suspicion of a breach of academic integrity in writing this assessment then you may be referred to our unfair means officers to consider your work. Therefore, you are advised to ensure that you undertake the relevant guidance on the module site or programme level sites that you have access too. If you cannot access these, please contact the Student Experience Office.

Other Submission Details:

- Use the standard Management School cover sheet.
- Have the word count given on the cover sheet and spell and grammar checked.
- Be presented with 2.5cm margins all round
- Use Cambria, 12 point for the main body text and 1.5 line spacing
- Have all pages numbered except the first
- Be made attractive with suitable use of headings, paragraphs and sections
- Be properly referenced to the Management School version of Harvard referencing

Resit:

This will be provided in a different document.

Other matters: