

## Course: Managing Operations

credits: 15

**Course code** MILB23IMM  
**Name** Managing Operations  
**Study year** 2023-2024  
**ECTS credits** 15  
**Language** Dutch, with parts in English  
**Coordinator** M.E. van Gehlen

**Modes of delivery** Assignment  
**Assessments** TEST-01 - Assignment

### Learning outcomes

1. The student describes the goal and the primary processes of the own organization (unit).
2. The student analyses the HRM policy of the organization and relates this to his own organizational unit.
3. The student analyses the financial policy of the organization and relates this to his own organizational unit.
4. The student assesses whether the relationship between the primary process, the HRM policy and the financial policy is such that the goals of the organization can be achieved.
5. The student reflects on his own professional development related to the content of the module.
6. The student understands the basic knowledge of negotiation and explains how this can be used in the deployment of people and resources within their own context.
7. The student applies the theory of Effectuation and shows an entrepreneurial attitude to come to creative solutions.

### Content

In this module we focus on the deployment of personnel and resources. A selection of the topics: Human Resource Management (including recruitment and selection, career, legal aspects), budgeting and financing. Among other things, we pay attention to how you can get the best out of your employees, but also what choices are made when it comes to the quality and quantity of personnel in relation to the range of services, now and in the medium term. You will also learn how to gain insight into financial resources and how to control them.

You will also delve into the finances within your own organization. It is the intention that you develop a vision with regard to the deployment of people and resources in general and for your organization (unit) in particular. You come up with proposals for improvement with regard to the effectiveness and efficiency of work processes and you learn how to systematically work on quality improvement. You also learn to deal with conflicts of interest.

### Included in programme(s)

Health Care Management

### School(s)

School of Health Care Studies