

Course: Enhanced Operations Management**credits: 5**

Course code	LBVB24EOM1C	Modes of delivery	Education
Name	Enhanced Operations Management	Assessments	Assignment - Assignment
Study year	2025-2026		
ECTS credits	5		
Language	English		
Coordinator	T.J. Bonsing		

Learning outcomes

After completion of this course students will be able to not only analyse and apply operations and business process related management concepts and practices in a complex contemporary economic context of a company (with special attention to Dutch, German and other European economies), but also to conduct process design and analysis for both service and manufacturing companies. This next to also recommending appropriate action for process rollout programs in a business context based on relevant success factors and best practices, comparing process KPIs and audit results, and advice on process controlling activities of a company. Finally it also includes identifying and relating ethical implications for a business as a result of operations management decisions.

Program Learning outcomes from the IB Framework:
TWM20-3

Content

The course focusses on offering an integrated approach to operations and process management. It deals with the strategic context, process design, process rollout, and continuous process controlling in both service and manufacturing companies. Moreover, modern concepts and philosophies in the context of internal and external operations management/optimization are critically reflected and assessed. So this course not only increases operations management related literacy, it also deals with (related) ethical issues, contributing to (further) understanding aspects and the impact of (increased) sustainability in operations, flows, products, services and processes.

Included in programme(s)

IBS Exchange programme International Business - Advanced
International Business 3 Year
International Business 4 Year

School(s)

International Business School

share your talent. move the world.