

MGNT 435 : Operations Management

This course provides a study of the drivers of quality, customer satisfaction, efficiency and productivity in service and manufacturing enterprises. Topics include product and service design, forecasting, quality management, facility location and layout, materials management, scheduling, project management, and supply chain management. While topics are covered for both manufacturing and service operations, attention is directed to the study and analysis of the operations management functions in service enterprises.

Credits 3

CIP Code

52.0299

Prerequisites

or any 3 credit hours MATH. LIBR 150 may be taken concurrently.

Prerequisite Courses

ENGL 111

LIBR 150

MGNT 302

MATH 110

Course Outcomes

After successfully completing the course, the learner will be able to:

- Define the role of operations and supply chain in an organization and its interactions with business functions such as accounting, finance, and marketing.
- Identify issues in inventories and resources for an organization and use basic models to improve its management.
- Plan the basic scheduling for project and its management.
- Link the basic business and operations strategies for increased productivity and competitiveness for service and manufacturing.
- Use descriptive and optimization models and incorporate cost drivers to improve general business decision making.
- Design quality management strategies, techniques and tools for improved customer satisfaction.
- List lean operations principles.