

BUS 430 – Operations Management

Course Description

This course covers the key concepts related to operations management within an organization. Topics include strategic issues related to designing products and delivery services, making capacity and location decisions, and operating processes and control systems.

Instructional Materials

Collier, D. A., & Evans, J. R. (2013). *OM: 2013 custom edition* (4th ed.). Mason, OH: South-Western Cengage Learning.

Course Learning Outcomes

1. Apply the concept of operations management.
2. Compare and contrast the difference between a supply chain and a value chain.
3. Analyze the types of measures used for decision making.
4. Analyze the five key competitive priorities and their relationship to operations strategy.
5. Analyze different types of technology and their role in manufacturing and service operations.
6. Evaluate the processes used in designing and producing goods and services.
7. Determine four layout patterns and when they should be used.
8. Utilize the concept of supply chain management.
9. Employ the concept of capacity management.
10. Analyze forecasting approaches as they relate to demand planning.
11. Evaluate the management of inventories and resources.
12. Interpret the concepts of scheduling and sequencing.
13. Explain quality management, quality control, and statistical process control.
14. Determine the four principles of lean operating systems.
15. Analyze the key issues associated with project management.
16. Use technology and information resources to research issues in operations management.
17. Write clearly and concisely about operations management using proper writing mechanics.