A. Course Description

Credits: 3

Lab Hours/ Weeks: Corequisites: None

Lecture Hours/ Week :

MnTC Goals: None

This course offering for SCSU students only: The growing interdependence of business functions such as marketing, accounting, finance, information systems, and engineering requires effective and efficient operations management strategies and practices. The main objective of this course is to develop basic skills and knowledge necessary for managing the operations function in both manufacturing and service delivery firms. Special emphasis will be placed on contemporary issues facing operations managers such as supply chain structure and strategy, enterprise resource planning issues, product and process design, process management, value chain, and lean systems. Another objective of this course is to develop analytical skills necessary to identify and solve problems in the operations management arena.

B. Course Effective Dates: 01/09/2006 - Present

C. Outline of Major Content Areas:

See Course Description for major content areas.

D. Learning Outcomes (General)

1. Learn the fundamental terminology and concepts in operations management.
2. Analyze business problems and situations using operations management concepts, frameworks, tools, cases and projects.
3. Apply quantitative models to problems of service delivery, statistical quality control, forecasting, inventory and materials management, supply chain management, facilities planning, and project scheduling, and interpret the results generated by the models.
4. Understand the critical role of operations in manufacturing and service.
5. Recognize and use common tools and models that operations managers use in preparing and presenting data to support the decision-making process.
6. Understand how concepts and tools in operations management apply in real world situations.
7. Explain operations management issues and their implications for those outside of operations: finance, marketing, accounting, information systems, outside suppliers and customers.

E. Learning Outcomes (MN Transfer Curriculum)

This contains no goal areas.

G. Special Information

None