I. Catalog Description
Introduces concepts and techniques related to the design, planning, control, and improvement of manufacturing and service operations. The course examines operations and the coordination of product development, process management, and supply chain management. Students are exposed to topics in the areas of process analysis, materials management, production scheduling, quality management, and product design.

II. Examples of Appropriate Text or Other Required Reading: (include all publication dates; for transferable courses at least one text should have been published within the last five years)

III. Course Objectives
Upon completion of this course, the student will be able to:

1. Describe the various aspects of operations management in relation to both goods and services.
2. Evaluate options and considerations when designing operations.
3. Examine the issues encountered in managing operations.
4. Recognize the quantitative and decision-making tools used in operations management.

IV. Methods of Presentation:
Visiting Lecturers, Group Work, Lecture and Discussion

V. Course Content

<table>
<thead>
<tr>
<th>% of course</th>
<th>Topic</th>
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<tbody>
<tr>
<td>5%</td>
<td>Goods, Services, and Operations Management</td>
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</table>
4% Value Chains
5% Operations Strategy
4% Technology and Operations Management
4% Goods and Services Design
5% Process Selection, Design, and Analysis
5% Facility and Work Design
4% Location Strategies
4% Layout Strategies
5% Designing the Supply and Value Chain
4% Capacity Management
4% Forecasting and Demand Planning
5% Inventory Management
5% Resource Management
4% Operational Scheduling and Sequencing
5% Material Requirements Planning
5% Just-in-time and Lean Productions
5% Quality Management and Control
5% Project Management
4% Human Resources and Operations
4% Operations Management and the environment, e.g. green operations
5% Decision-Making Tools, Linear Programming, Queuing, Learning Curves, Simulation, Decision Analysis

100% Total

VI. Methods of Evaluation: (Actual point distribution will vary from instructor to instructor but approximate values are shown.)

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Evaluation Method</th>
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<tbody>
<tr>
<td>60 %</td>
<td>Exams/Tests - 3-4 Exams</td>
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<tr>
<td>20 %</td>
<td>Final exam</td>
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VII. Sample Assignments:
1. Participate in a threaded discussion on a current issue in operations management.
2. Create a decision tree for an operations problem and calculate the expected monetary value for each path.

VIII. Student Learning Outcomes
1. Solve a problem in operations management, such as evaluating a facility and workspace.
2. Demonstrate a level of engagement in the subject matter that reveals their understanding of the value of the course content beyond the task itself, specifically as it relates to linking the relevance of course content to careers in business and accounting and their personal lives.