



GRADUATE CERTIFICATE IN **Operations Management**

Certificate Description

This certificate provides experienced professionals who possess a Bachelor degree the ability to obtain specialization in the field of Operations Management to grow professionally.

International Business Operations Management—MGT 635—This course will examine the principles and techniques of designing, analyzing, and managing international operations processes. Interrelationships between operations activities and other functional areas of the organization are stressed.

Outcomes:

- Define international operations management.
- Analyze work as a process.
- Determine the data required to measure a process.
- Analyze the demand for a specific service or product in a global marketplace.
- Review the use of total quality processes in operational systems.
- Discuss the complexity of customer service levels and requirements in an international organization.
- Compare current and potential capacity
- Form an international operations strategy for a given scenario.
- Apply critical thinking skills to analyze business situations.
- Discuss the opportunities provided by technology for businesses.
- Recognize situations that present potential legal and ethical issues and develop solutions for those issues.
- Use effective communication techniques.

Operations Management for Competitive Advantage—MGT 636—This course examines the various ways of designing and controlling both production and service operations. Concepts of cost, quality, delivery, and flexibility will be covered. Students will examine operations management issues and methods used to gain a competitive advantage.

Outcomes:

- Discuss the different ways operations management can contribute to the competitive advantage of an organization.
- Determine appropriate forecasting techniques for given situations.
- Discuss issues in manufacturing and service design.
- Identify factors that should be taken into consideration when selecting a facility.
- Determine appropriate inventory management approaches for given situations
- Discuss the scheduling needs for various systems.
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Quality Management and Continuous Improvement—MGT 656—In this course students will explore the philosophy and tools for quality management and continuous improvement of products and processes. Using data collection and problem-solving techniques, students will examine the design of quality practices.

Outcomes:

- Describe time study methods and work sampling and perform calculations.
- Identify management quality initiatives, such as TQM, Six Sigma.
- Evaluate quality control tools used to analyze and improve processes.
- Determine the costs associated with quality.
- Improve a process by mapping, analyzing, and redesigning the process.
- Discuss the impact of technology on business.
- Use effective communication techniques.
- Recognize situations that present potential ethical and legal issues and develop solutions for those issues.

Introduction to Transportation, Logistics and Supply—This course examines the role of supply chain activities and the efficient integration of transportation, logistics, inventory, warehousing, facility location, customer service, packaging, and material flow from internal and external suppliers to and from the organization. Students will focus on the fundamentals of JIT, TQM, MRPII, demand planning, and capacity management.

Outcomes:

- Explain the role of logistics and supply chain management in both private and public organizations.
- Identify and discuss the importance of measuring supply chain performance.
- Identify the characteristics of JIT, TQM, and MRPII that can enable the successful implementation of the firm's operational strategies.
- Discuss the strategic implications of lean supply chain management