

Spokane Falls Community College
COURSE LEARNING OUTCOMES AND OUTLINE

Prefix and Course Number
Course Title

BMGT 435
Operations Management

Last Modified: Winter 2017

Course Learning Outcomes

By the end of this course, a student should be able to:

- Recite accurately current vocabulary of the operations management discipline.
- Explain accurately key operations management concepts such as operations strategy, planning, scheduling, process improvement and their relationship.
- Apply operations management concepts to solve operational problems such quality management, supply chain, inventory management, facilities management, and scheduling.
- Calculate resource allocations using operations management tools and techniques and analyze performance using appropriate quantitative methods.

Course Outline

1. INTRODUCTION
 - a. Scope of operations management
2. FORECASTING
 - a. Features common to all forecasts
3. PRODUCT AND SERVICE DESIGN
 - a. Phases in product design and development
4. CAPACITY PLANNING FOR PRODUCT AND SERVICE
 - a. Defining and measuring capacity
5. PROCESS SELECTION AND FACILITY LAYOUT
 - a. Facilities layout
 - b. Designing process layout
6. QUALITY MANAGEMENT
 - a. Total quality management
7. QUALITY CONTROL
 - a. Process capability
8. SUPPLY CHAIN & INVENTORY MANAGEMENT
 - a. Creating an effective supply chain
 - b. Requirements for effective inventory management
9. JIT AND LEAN OPERATIONS
 - a. The Toyota approach
10. SCHEDULING
 - a. Scheduling operations
11. MANAGEMENT OF WAITING LINES
 - a. Characteristics of waiting lines