

University of Arkansas – Fort Smith
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General Syllabus

MGMT 35243 Operations Management

Credit Hours: 3

Lecture Hours: 3

Laboratory Hours: 0

Prerequisite (s): MGMT 35143 Business Analytics and admission to the business program, or consent of instructor.

Effective Catalog: 2024-2025

I. Course Information

A. Catalog Description

Introduces students to the operations management functions in manufacturing and services. Emphasis on decision making for continuous improvement of systems and processes for producing goods and services in a globally competitive environment focused on meeting customer needs in dynamic supply chains.

II. Student Learning Outcomes

A. Subject Matter

Upon successful completion of this course, the student will be able to:

1. Explain the contributions of operations and supply chain management towards a company's strategy of achieving a competitive advantage.
2. Explain the strategic importance of the supply chain, and key issues in logistics management
3. Describe the different process strategies and capacity management including resources and capacity allocation
4. Analyze, synthesize, evaluate, and apply systematic approaches including the use of appropriate decision-making tools in different areas of Operations Management.

B. University Learning Outcomes

This course enhances student abilities in the following areas:

Analytical Skills (Critical Thinking Skills)

Students will use critical thinking skills to identify key problem areas, apply the appropriate tools to analyze data, develop and/or model solutions, draw inferences, and support conclusions based on sound mathematical reasoning.

III. Major Course Topics

- A. The Role and Contribution of Operations Management to Business Strategy
- B. Global and Cultural Considerations of supply chain management
- C. Project Management
- D. Forecasting
- E. Decision Making Tools
- F. Queueing Models & Analysis
- G. Total Quality Management
- H. Supply Chain Management
- I. Process Strategy and Capacity Planning
- J. Inventory Management