

SYLLABUS
PART I
EDISON COMMUNITY COLLEGE
IMT 120S OPERATIONS MANAGEMENT I
3 CREDIT HOURS

COURSE DESCRIPTION

First of two courses detailing what managers do about processes, and the tools that managers can use to make better operating decisions. Includes operations strategy, process management, project management, managing technology, total quality management, and statistical process control. Extensive use of operations management software and case studies.

COURSE GOALS

The student will:

Bloom's Level		Program Outcomes
1	1. Describe operations in terms of inputs, processes, outputs, information flows, suppliers, and customers.	1
2	2. Explain how operations management is fundamental to both manufacturers, and service providers.	1, 2
1	3. Describe the role of operations strategy as a source of competitive strength in a global marketplace.	2
2	4. Explain how operations strategy is a pattern of decisions directed at processes, systems, and procedures in order to achieve certain competitive priorities.	2
4	5. Describe key elements of process reengineering and analyze a process for improvements, using flow diagrams, process charts, and a questioning attitude.	1
2	6. Discuss how service strategy, capital intensity, and customer involvement influence processes of service providers.	1, 2, 7
1	7. Identify the three major activities associated with successful project processes.	1, 2
1	8. Identify the sequence of critical activities that determine the duration of a project.	1, 2
2	9. Describe how the Internet, electronic commerce, and enterprise resourced planning are changing business processes.	2
2	10. Discuss the close connections between technology and human resources and how teams can help integrate the R&D process.	2
2	11. Describe the principles of a TQM program and how the elements fit together to make improvements in quality and productivity.	1, 2, 3
2	12. Distinguish between variable measures and attribute measures of quality and apply the appropriate control charting approach for each measure.	1, 2
2	13. Describe the differences between common causes and assignable causes of variation in process performance and why that distinction is important.	1, 2, 4

CORE VALUES

The Core Values are a set of principles, which guide in creating educational programs and environments at Edison. They include communication, ethics, critical thinking, human diversity, inquiry/respect for learning, and interpersonal skills/teamwork. The goals, objectives, and activities in this course will introduce/reinforce these Core Values whenever appropriate.

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TOPIC OUTLINE

1. Operations as a competitive weapon
2. Operations strategy
3. Process management
4. Managing project processes
5. Managing technology
6. Computer integrated manufacturing
7. Total quality management
8. Statistical process control