



Operations / Production Management

Synchronizing organizational efforts to produce and maintain the quality of the goods and services is the essential function of the production or operations manager.

In this module, you will learn about operations strategy, supply chain management, quality controls and systems, improving quality, and project management.

Learning Outcomes

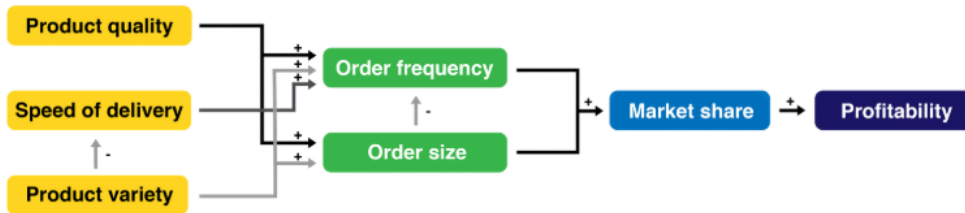
1. Discuss the importance of operations/supply chain management.
2. Describe the history and development of exemplary organizations.
3. Explain how single organizations can follow different competitive strategies to be successful.
4. Identify and explain supply chain strategy in single organizations and across multiple organizations.
5. Define the meaning of quality and the components of quality in goods and services.
6. Describe commonly used quality management approaches and steps in implementing them.
7. Describe the three sources for quality improvement: customer feedback, benchmarking, and employee feedback.
8. Describe and interpret qualitative and quantitative improvement tools.
9. Discuss the steps involved in project management.
10. Explain the role of the project manager.
11. Describe various project management tools and techniques.
12. Review how to execute projects successfully and how to avoid risks and failure.

Recommended Learners

- Undergraduate Students
- Graduate Students
- Students wanting to learn the processes from production of raw materials to the output of a finished product.

Interrelationship Diagram

An interrelationship diagram shows the connections and natural relationships between different ideas or constructs identified for quality improvement. It is often used along with brainstorming and an affinity diagram in identifying critical linkages across different concepts.



This diagram begins with three tools: product quality, speed of delivery, and product variety. Product quality feeds into order frequency and order size. Speed of delivery feeds into order frequency. Product variety feeds into speed of delivery, order frequency and order size. Both order frequency and order size feed to market share, which then feeds into profitability.

An example of a learning event in our Leading Edge Learning modules. The types of instructional content within the modules include: readings, videos, transcripts, audios, interactive questions, offline application exercises, flash cards, narrated presentations, matching exercises, relevant articles, downloads, a final exam, and other activities designed to engage learners based on recognized science of learning educational concepts.

Applications and Best Practices

- ✓ Integrate in a course on project management, operations management, or management principles.
- ✓ Professional development for continuing education or refresher of skills.
- ✓ Academic leveling for learners who may not have adequate preparation for advanced studies.
- ✓ Develop skill sets of working professionals.

Pricing Module is Approximately 3-5 Learner Hours

1-100 Learners per Year	101-500 Learners per Year	500+ Learners per Year
\$49 per Learner	\$44 per Learner	\$39 per Learner