



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.

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 quality improvement tools.
9. Describe and interpret quantitative quality improvement tools.
10. Discuss the steps involved in project management.
11. Explain the role of the project manager.
12. Describe various project management tools and techniques.
13. Review how to execute projects successfully and how to avoid risks and failure.

Recommended Learners

Higher Education

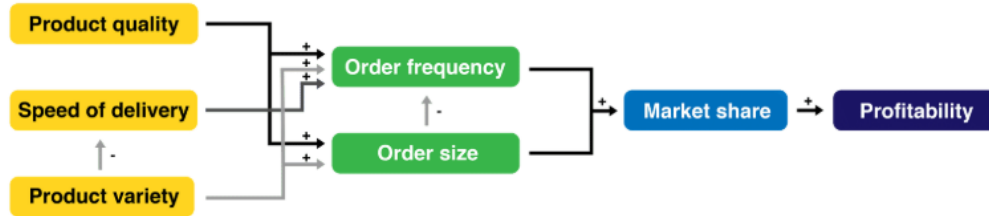
- Undergraduate Students
- Graduate Students

Business, Industry, Nonprofits, & Agencies

- Supervisors
- Managers
- Entrepreneurs
- Business Owners
- Quality Assurance Specialists

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

Higher Education

- ✓ Review module in a business and business-related capstone course.
- ✓ Use as a module within an academic leveling program.

Business, Industry, Nonprofits, & Agencies

- ✓ Training supervisors and managers on operations and production management.
- ✓ Developing quality assurance managers.
- ✓ Entrepreneurs learning about production management.

Pricing

Module is Approximately 3-5 Learner Hours

1-100 Learners per Year
\$49 per Learner

101-500 Learners per Year
\$44 per Learner

500+ Learners per Year
\$39 per Learner