

# OPERATIONS/PRODUCTION MANAGEMENT

## SYLLABUS

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*Written & Delivered By:*



# PEREGRINE

— GLOBAL SERVICES —

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**ACADEMICS • LEADERSHIP • PUBLICATIONS**

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## **OPERATIONS/PRODUCTION MANAGEMENT**

### **Overview**

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.

This module is intended as a review of the key concepts, fundamentals, and foundations of the discipline.

### **Learners**

This module is designed for learners who require an overview of the discipline. The module is commonly used in an academic leveling (transition to graduate education) or business review (capstone) course or program.

The module may qualify for Continuing Education Units (CEU) for professional certifications depending on the professional association.

### **Module Authors**

The author for this module is Peregrine Global Services headquartered in Gillette Wyoming and includes materials from a variety of sources as indicated within the module.

### **Learning Outcomes**

The learning outcomes for the module are as follows. With the completion of this module, learners should be able to:

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.

### **Curriculum**

<b><u>Section</u></b>	<b><u>Topics</u></b>
Section 1: Operations and Supply Chain Strategy	<ul style="list-style-type: none"> <li>• Operations Strategy Within a Single Organization</li> <li>• Services</li> <li>• Global Supply Chain Strategy</li> </ul>
Section 2: Quality Management	<ul style="list-style-type: none"> <li>• Defining Quality</li> <li>• Why Organizations Improve Quality</li> <li>• Determinants of Quality</li> <li>• History of Quality Management</li> <li>• Teachings of Quality Gurus</li> <li>• Quality Management Frameworks</li> <li>• Six Sigma</li> </ul>
Section 3: Quality Improvement Methods	<ul style="list-style-type: none"> <li>• Sources of Quality Improvement Ideas</li> <li>• Qualitative Quality Improvement Tools</li> <li>• Quantitative Quality Improvement Tools</li> </ul>
Section 4: Project Management	<ul style="list-style-type: none"> <li>• Elements of Project Management</li> <li>• Project Management Tools and Techniques</li> <li>• Success Factors in Project Management</li> </ul>

**Delivery**

The module is delivered using Peregrine's Learning Management System (LMS) known as CMAD. Course instruction is with asynchronous online learning activities.

**Assessment**

Throughout the module, there are in-progress quizzes and short exercises to ensure understanding of the instructional content. A completion certificate is issued when the learner obtains at least 80% on the final exam.

**Hours and Articulation**

Learner hours are shown in the following table. The hours are based on both the time within the module and time away from the module conducting application activities.

<b><u>Section</u></b>	<b><u>Hours</u></b>
Pre-test	0.25
Section 1: Operations and Supply Chain Strategy	0.50
Section 2: Quality Management	1.5
Section 3: Quality Improvement Methods	1.5
Section 4: Project Management	1
Post-test	0.25
<b>Total Hours</b>	<b>5</b>