

Overview

The essential function of the production or operations manager is to synchronize organizational efforts to produce and maintain the quality of goods and services. In this module, learners 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.

Module Authors

The author for this module is Peregrine Global Services, which is headquartered in Gillette, Wyoming. It 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 strategies in single 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

<u>Section</u>	<u>Topics</u>
Section 1: Operations and Supply Chain Strategy	<ul style="list-style-type: none"> • Operations Strategy Within a Single Organization • Services • Global Supply Chain Strategy
Section 2: Quality Management	<ul style="list-style-type: none"> • Defining Quality • Why Organizations Improve Quality • Determinants of Quality • History of Quality Management • Teachings of Quality Gurus • Quality Management Frameworks • Six Sigma
Section 3: Quality Improvement Methods	<ul style="list-style-type: none"> • Sources of Quality Improvement Ideas • Qualitative Quality Improvement Tools • Quantitative Quality Improvement Tools
Section 4: Project Management	<ul style="list-style-type: none"> • Elements of Project Management • Project Management Tools and Techniques • Success Factors in Project Management
Section 5: Assessment	<ul style="list-style-type: none"> • End of Module Quiz

Assessment

The module includes section quizzes and short exercises to ensure understanding of the instructional content. The module also includes a 20-question pre-test and post-test. The pre-test captures the learner’s baseline knowledge, and the post-test ensures that learners have grasped the concepts needed for success.

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.

<u>Section</u>	<u>Hours</u>
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
Total Hours	5