

# Dakota County Technical College

## SMGT 1280: Operations Management

### A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 3

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

Learn how to integrate operations management concepts into strategic management, process improvement supply-chain management, project management, and how to impact organizational efficiency and effectiveness. Assess supervisors roles and responsibilities related to operational activities. Understand the importance of creating competitive advantage driven by supply-chain management and maintaining an integrative quality management system approach throughout the organization operational processes.

**B. COURSE EFFECTIVE DATES:** 08/26/2013 - Present

### C. OUTLINE OF MAJOR CONTENT AREAS

### D. LEARNING OUTCOMES (General)

1. Acquired analytical capability to uncover problems and improvement opportunities in production or service processes and recommend process improvement along the dimensions of efficiency, quality and speed.
2. Describe the human side of operational management.
3. Explain the role of operations management in all levels of the organization
4. Gain comprehensive and practical knowledge on tools that will help you better understand how to gather and analyze data, drill down to understand root cause.
5. Learn and improve skills for working with and leading teams as well as capitalizing on team dynamics and consensus building.
6. Learn applied statistical concepts to operational and quality management situations.
7. Learn decision-making process in strategic and operational organizational levels embracing an integrative quality management perspective.
8. Learn how to achieve real results in your business and projects by applying a correct understanding of operations management on a daily basis.
9. Learn to apply problem solving tools and techniques that drive quality decisions.
10. Understand the meaning of the operations management and its roots.
11. Understanding of the importance of operations management and the challenges and enhance analytical skills.
12. Understanding of various production processes and service systems.
13. Use these skills to help drive organizational change as you learn to identify and prioritize customer needs.
14. Work with others to solve business operations problems.

### E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

**F. LEARNER OUTCOMES ASSESSMENT**

As noted on course syllabus

**G. SPECIAL INFORMATION**

None noted