

University of Arkansas – Fort Smith
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General Syllabus

MGMT 3523 Operations Management

Credit Hours: 3

Lecture Hours: 3

Laboratory Hours: 0

Prerequisites: Admission to the College of Business or consent of instructor

Effective Catalog: 2019-2020

I. Course Information

A. Catalog Description

Introduces students to the operations function in manufacturing and services. Emphasis on decision making for continuous improvement of systems and processes for producing goods and services in a globally competitive environment focused on meeting customer needs in dynamic supply chains.

II. Student Learning Outcomes

A. Subject Matter

Upon successful completion of this course, the student will be able to:

1. Explain the contributions of operations towards a company's strategy of achieving a competitive advantage.
2. Explain the strategic importance of the supply chain, and major issues in logistics management
3. Describe the different process strategies and capacity management including resources and capacity allocation
4. Analyze, synthesize, evaluate, and apply systematic approaches including the use of appropriate decision-making tools in different areas of operations management.

B. University Learning Outcomes

This course enhances student abilities in the following areas:

Analytical Skills (Critical Thinking Skills)

Students will use critical thinking skills to identify key problem areas, apply the appropriate tools to analyze data, develop and/or model solutions, draw inferences, and

support conclusions based on sound mathematical reasoning.

III. Major Course Topics

- A. The Role and Contribution of Operations Management to Business Strategy
- B. Global and Cultural Considerations in an Operations Management Context
- C. Forecasting
- D. Decision Making Tools
- E. Queueing Models & Analysis
- F. Total Quality Management and Statistical Process Control
- G. Supply Chain Management
- H. Process Strategy and Capacity Planning
- I. Project Management
- J. Inventory Management