**University of Arkansas - Fort Smith**
**5210 Grand Avenue**
**P. O. Box 3649**
**Fort Smith, AR 72913-3649**
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**General Syllabus**

**PRFS 3203 Introduction to Logistics Operations**

Credit Hours: 3 Lecture Hours: 3 Laboratory Hours: 0

Prerequisite: Junior standing or consent of department head

Effective: 2021-2022

## I. Course Information

### A. Catalog Description

Introduction to logistics operations. Students examine the differences between service and manufacturing sectors and how both use operations and logistics techniques. Focus is on understanding how different areas work together to produce and deliver goods and services.

## II. Student Learning Outcomes

### A. Subject Matter

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

1. Differentiate between goods and services.
2. Construct a project plan for changing an operation.
3. Select and defend the most appropriate improvement methodology for a stated logistics operations problem.
4. Develop a plan for managing inventory for a small organization.
5. Formulate a process to hire personnel for a new business.
6. Test the effectiveness of a plan for meeting sales targets.
7. Evaluate the effectiveness of different supply chain components of a global business.

### B. University Learning Outcomes

This course enhances student abilities in the following areas:

**Analytical Skills**
**Quantitative Reasoning**
The student will apply mathematics skills to solve problems related to course concepts.

**Global & Cultural Perspectives**
Through group projects, the student will reflect upon cultural differences and their implications on work to be completed with other students from diverse backgrounds.

## III. Major Course Topics

A. Operations Design
B. Logistics Operations Overview
C. Importance of Ensuring Quality
D. Managing Personnel
E. Planning for Inventory
F. Planning for Sales Demand
G. Importance of Project Management Approach to Change
H. Quality Management Practices
I. Lean Six Sigma Overview
J. Maintenance Planning