

## Master Syllabus

### OPT 1125 - World Class Operations

**Division:** Science, Mathematics and Engineering

**Department:** Operations Technology

**Credit Hour Total:** 3.0

**Lecture Hrs:** 3.0

**Date Revised:** October 2013

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### Course Description:

An overview of world-class operations principles, illustrating the many inter-related functions within successful companies, including design, planning, operations, sales and customer support. Additional focus on modern operations processes found in service industries, healthcare, transportation, food service, financial and retail. Special emphasis on resource planning and quality assurance.

### General Education Outcomes:

- Critical Thinking/Problem Solving Competency
- Information Literacy Competency

### Course Outcomes:

#### Process Evaluation

Evaluate the use of operations processes within companies.

**Assessment Method:** Locally developed exams

**Performance Criteria:** Correctly answer at least 70% of applicable exam questions.

#### Operations processes and equipment

Describe, compare and contrast several types of operations processes and equipment.

**Assessment Method:** Locally developed exams

**Performance Criteria:** Correctly answer at least 70% of applicable exam questions

#### Quality assurance

Describe how the quality of operations are monitored and controlled.

**Assessment Method:** Locally developed exams

**Performance Criteria:** Correctly answer at least 70% of applicable exam questions

### Outline:

Types of operations  
Product realization process  
Design  
Planning  
Operations  
Quality assurance and control  
Facilities  
Sales  
Customer service  
Employee relations & human resources  
Process improvement