

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

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
- Information Literacy

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