



BAKER COLLEGE
STUDENT LEARNING OUTCOMES

MGT4220 Operations Management

3 Semester Hours

Student Learning Outcomes & Enabling Objectives

1. Examine the role and scope of operations management within various types of organizations.
 - a. Define the organizational structure associated with operations management (product and service).
 - b. Explain the key aspects of operations management strategy and decision making.
 - c. Describe the roles and functional areas within operations management and how they are interrelated.
 2. Analyze how safety processes are supported within an operations environment
 - a. Defend management's commitment to safety
 - b. Identify operation hazards and the safety rules associated.
 - c. Define safety metrics and how they are tracked.
 - d. Describe how safety training is implemented.
 3. Investigate how quality management and quality standards are applied for product and service operations
 - a. Define quality requirements within operations.
 - b. Evaluate how lean manufacturing principles are used for continuous improvement.
 4. Demonstrate how operations responsiveness and cost elements are integrated into operations management
 - a. Define Material Requirement Planning (MRP), Enterprise Resource Planning (ERP), and Systems, Applications and Products (SAP)
 - b. Describe supply chain management and logistics
 - c. Differentiate between product, process, and service layouts
 - d. Examine inventory management processes
 - e. Evaluate capacity planning processes
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These SLOs are not approved for experiential credit.

Effective: Fall 2020