

WILMINGTON UNIVERSITY
COLLEGE OF BUSINESS
BASIC COURSE INFORMATION

COURSE TITLE: Operations and Systems Management

COURSE NUMBER: BBM 441

PRE-REQUISITE(S): NONE

COURSE DESCRIPTION:

An integral part of any business is the operations, whether a goods producing or service provider. BDC q02

B-4 Construct a process flow in Microsoft Visio-Team Objective.

GOAL C:

Understand the critical advantages of operations strategy.

Learning Objectives: The student will:

- C-1 Explain how to link departmental strategies to create an overall Operations Strategy with competitive priorities.
- C-2 Explain how operations strategy is a pattern of decisions directed at processes, systems and procedures in order to achieve competitive priorities

GOAL D:

Recognize the importance of managing customer relationships, project processes and technology.

Learning Objectives: The student will:

- D-1 Discuss how service strategy, capital and customer involvement influence the processes of service providers.
- D-2 Describe the fundamental role of the technological applications and how the proper technology can reduce costs and streamline the process.
- D-3 Utilize MS Visio and MS Project to map a process and create visibility of a process.

GOAL E:

Identify the correct process control for an application such as forecasting, inventory management, and statistical control

Learning Objectives: The student will