

OPERATIONS AND SUPPLY CHAIN MANAGEMENT

Department Website: Operations and Supply Chain Management (<https://www.gonzaga.edu/catalogs/current/undergraduate/school-of-business/operations-and-supply-chain-management/>)

The growth of e-commerce, increased global competition, and advances in information technology are among the key forces driving the ongoing need to eliminate waste and add value across the supply chain of a product or service. The Operations and Supply Chain Management (OSCM) concentration explores how firms can develop and strengthen the operational core competencies needed to meet the expectations of demanding consumers in a dynamic marketplace.

This concentration prepares students to meet the challenges of tomorrow's business environment by equipping them with the technical, analytical, and managerial skills required to manage and improve integrated systems of productive processes. Career opportunities exist with organizations that provide or depend on fast, cost-effective, accurate, and consistent flows of products, services, and information. Examples of career opportunities include consulting, logistics, manufacturing, health services, government, retail, insurance, and banking.

Operations and Supply Chain Management Concentration Program Requirements

Code	Title	Hours
Select two of the following:		6
OPER 345	Service Operations	
OPER 346	Project Management	
OPER 347	Lean Thinking	
OPER 348	Quality Management and International Standards	
Select one of the following:		3
MKTG 415	New Product Development	
BFIN 327	International Finance	
BMIS 441	Data Base Management	
OPER 345	Service Operations	
OPER 346	Project Management	
OPER 347	Lean Thinking	
OPER 348	Quality Management and International Standards	
Capstone Course:		
OPER 440	Global Operation and Supply Chain Management	3
Total Hours		12

Courses

OPER 340. Operations Management. (3 Credits)

This foundation course provides an understanding of the strategic and tactical role of operations management in building and maintaining a firm's core competencies. A significant emphasis is placed on discussing the impact of technology and globalization on creating and enhancing value from both the producer and consumer's perspective. This hybrid course uses a combination of lectures, Blackboard.com exercises, computer lab projects and group projects to ensure an understanding of basic concepts. Upon completion of the course students will possess the requisite skills to create and sustain the operational core competencies required to compete in a global marketplace. Fall and Spring.

Prerequisites: Prerequisites exist. Refer to Zagweb.

Students with a semester level of First Year (0-25.99 credits) may **not** enroll.

Enrollment is limited to students with a program in Undeclared Business, Accounting, Business Administration, Accounting, Bus for Engineer Technologies or General Business.

OPER 345. Service Operations. (3 Credits)

This course introduces business students to service operations and attempts to familiarize them with the distinctive characteristics of service organizations and how to successfully manage them. Discussion includes, but is not limited to, such topics as the role and nature of services, competitive environment of services and competitive service strategies, service design, managing service operations, and globalization of services. Spring.

Prerequisites: OPER 340 with a minimum grade of D

Enrollment limited to students with a semester level of Fourth Year (96+ credits) or Third Year (60-95.99 credits).

OPER 346. Project Management. (3 Credits)

This operations skills course provides students with the requisite skills necessary to manage a wide range of projects including: project planning, task scheduling, resource management, and project reporting. The course provides students the knowledge of how to use MS Project to plan and control multiple projects utilizing finite resources. Spring.

Prerequisites: OPER 340 with a minimum grade of D

Enrollment limited to students with a semester level of Fourth Year (96+ credits) or Third Year (60-95.99 credits).

OPER 347. Lean Thinking. (3 Credits)

This operations strategy course focuses on lean systems whose functions include elimination of waste, reducing costs, shortening cycle times, quality improvement, optimization of socio-technical systems, and the process of continuous improvement. The course provides a focused perspective on lean applications in operations and management. The course also extends the benefits of lean thinking outward from the factory floor to encompass the organization and supply chain. The principles of lean thinking are applied to make-vs-buy decision, product and process design, relationship and organizational management, service operations, and environment conscious operations. Fall.

Prerequisites: OPER 340 with a minimum grade of D

Enrollment limited to students with a semester level of Fourth Year (96+ credits) or Third Year (60-95.99 credits).

OPER 348. Quality Management and International Standards. (3 Credits)

This course provides an introduction to management practices aimed at quality improvement and international quality standards as applied to productive systems throughout a product's global supply chain. Topics include product and process design for quality and reliability, vendor selection and quality defect prevention throughout the supply chain, control and improvement of process capability for all supply chain processes, ISO 9000 and ISO 14000 standards, and customer relationship management. Fall.

Prerequisites: OPER 340 with a minimum grade of D

Enrollment limited to students with a semester level of Fourth Year (96+ credits) or Third Year (60-95.99 credits).

OPER 440. Global Operation and Supply Chain Management. (3 Credits)

This capstone course examines the role of technology and the impact of globalization on creating value from both the producer and consumer's perspectives. Learning objectives include understanding how cultural and contextual differences affect the efficiency and effectiveness of global operations, and how developing a global supply chain creates a sustainable competitive advantage. The course uses a combination of lectures, internet exercises, case analysis, field research and group projects. This course counts toward three credits of international requirements (BU-International) for business majors. Fall and Spring.

Prerequisites: OPER 340 with a minimum grade of D

Enrollment limited to students with a semester level of Fourth Year (96+ credits) or Third Year (60-95.99 credits).

OPER 489. Special Topic Seminar. (1-4 Credits)

Prerequisites: OPER 340 with a minimum grade of D

Enrollment limited to students with a semester level of Fourth Year (96+ credits) or Third Year (60-95.99 credits).

OPER 491. Directed Study. (1-3 Credits)

May be repeated for credit.

Directed study requires completion of a form and departmental permission. Zagweb registration not available. Summer only.

Prerequisites: OPER 340 with a minimum grade of D

Enrollment limited to students with a semester level of Fourth Year (96+ credits) or Third Year (60-95.99 credits).

Enrollment is limited to students with a major in Business Administration.

Enrollment limited to students in the School of Business college.