

COMM 205 – Introduction to Operations Management

Effective operations planning and control play a significant role in the success of real-world companies. Undoubtedly, we have witnessed situations when products were out of stock, quality failed to meet consumer expectations, waiting lines were tremendously long, poor layouts produced poor customer flow, and business models provided incorrect forecasts.

This course examines approaches and techniques that managers and business analysts can use to investigate many key issues within the operations function. Real-world applicability will be emphasized throughout the course.

There are at least seven major objectives in this course:

1. To provide you with an introduction to Operations Management, a functional area of major significance to all organizations.
2. To offer a rigorous and challenging treatment of the concepts and techniques used in the design, planning, control and improvement of operations of world-class production and service companies.
3. To illustrate the multi-disciplinary focus of many of the decisions made in operations contexts.
4. To exhibit the international or global perspectives that can be explored with Operations Management.
5. To demonstrate the use of spreadsheet modeling in analyzing operations problems.
6. To showcase successful implementations of Operations Management principles in diverse, real-life settings.
7. To acquaint you with various quantitative tools used in the analysis of real-world problems.

Textbook: Operations Management (Stevenson and Hojati)