



Chipola College

COURSE SYLLABUS

COURSE TITLE:

Operational Decision Making

COURSE NUMBER:

MAN 4504

COURSE DESCRIPTION:

This course focuses on operational decision-making management techniques to improve the processes and productivity in organizations. Discussion of quality and outcomes, efficiency, forecasting, work-flow processes, inventory control, design of goods and services, waiting lines, and critical path. Managing a project from beginning to end, including how to identify needs, and define, assign, and track items, is addressed.

3 semester hours credit.

PREREQUISITES:**REQUIRED TEXTBOOKS:**

Operations Management with Student DVD (Hardcover), 10th Edition, Stevenson, William J., McGraw-Hill/Irwin, ISBN-13: 9780077284091.

GRADING POLICIES:

The standing of a student in each course is expressed by one of the following letters and corresponding grading system:

A – 100 – 93

B – 92 – 83

C – 82 – 70

D – 69 – 60

F – 59 or less

See your First Day Handout for individual instructor practices.

The Chipola Catalog provides specific information regarding other outcomes from the grading system. A student's Grade Point Average is derived from the grading system/quality point scale.

COURSE OBJECTIVES/STUDENT LEARNING OUTCOMES:

See Instructor's syllabus supplement.

MAJOR LEARNING OUTCOMES

Upon completion of the Operational Decision Making course, BAS students should be prepared to:

1. Demonstrate knowledge and application of quality management theories.
2. Assess outcomes to improve structures, systems and processes.
3. Evaluate work flow processes within a business.
4. Conduct a productivity audit within an organization and describe methods to increase productivity.
5. Manage a project from beginning to end, including how to identify needs, and define, assign, and track items
6. Integrate concepts from other BAS courses.