Hello, and welcome!

Before you start any project or task, you need a plan. You must know where to start, what the steps are, and what completion looks like. The same requirement is true for any business or organization. Without solid systems and processes, companies can lose sight of their goals and struggle to reach them.

In this course, you will be introduced to operations management concepts. You will study management systems and processes. Then, you will determine how analyzing these systems and processes can help improve them. Such an approach can result in a continuous increase in operating efficiency throughout the organization. You will also explore ethical and sustainable operations management strategies. This knowledge can help you excel in any professional role.

We invite you to learn about the course by reviewing the following information. This way, you will better understand the expectations of the course. Then you can determine how to manage your time and efforts as you navigate through it.

You are in the right place. You belong here. You can do this!
Course Description and Competencies

What to Expect

In this course, you will be introduced to operations management concepts. You will learn how analyzing these systems and processes can improve organizational efficiency. This course is delivered in a module-based learning platform, incorporating readings and various interactive learning components. For the best experience, we recommend completing the modules in order, according to the provided topics and completion guide. This course will prepare you to demonstrate the achievement of five competencies, and you will earn three competency units. Your competencies will be demonstrated by the successful completion of an objective assessment.

This course covers the following competencies:

1. The learner describes how operations management processes support business functions.
2. The learner analyzes management systems and processes in operations management.
3. The learner analyzes the supply chain in operations management.
4. The learner describes ethical and sustainable strategies in operating models.
5. The learner describes processes to improve operating efficiency and foster continuous improvement.

The assessment provides an opportunity to demonstrate your mastery of the competencies in this course. You may attempt the assessment two times before additional support is necessary. If you require further attempts, please contact our support team at (888) 320-0540 or support@academy.wgu.edu.

1 final exam • 3 competency units
# Course Outline

<table>
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<tr>
<th>Module</th>
<th>Upon completion of this module, you will be able to:</th>
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| **Operations**          | A. Establish methods to perform specific business operations.  
B. Determine the impact of theoretical business disasters on operations.  
C. Decide resources required to implement identified business operations.                                                                 |
| **Systems & Processes** | A. Analyze using resources, costs, and productivity to make data-driven decisions.  
B. Differentiate between qualitative and quantitative forecasting.  
C. Define supply chain management performance metrics.  
D. Develop basic capacity models of existing environments to improve efficiency.  
E. Participate in process design and redesign projects to increase efficiency.                                             |
| **Supply Chain**        | A. Assess performance to make improvements or take corrective action(s).  
B. Assist in supply chain process implementation to enable improvements.                                                                                                                            |
| **Sustainability & Ethics** | A. Identify potential ethical risks related to incorporating environmentally responsible business practices.  
B. Address sustainability by focusing on people, planet, and profits.  
C. Recommend modifications to improve the environmental sustainability of products.  
D. Analyze business and governance contexts to ensure compliance with ethical or regulatory standards.  
E. Promote best practices to eliminate waste and pollution to reach zero-waste goals.                                                |
| **Efficiency & Improvement** | A. Diagnose manufacturing process areas with high waste or inefficiencies.  
B. Analyze the effective use of resources, costs, and productivity.  
C. Recognize relevant quality management standards for an organization.  
D. Make data-driven decisions based on current information. |
E. Identify opportunities for improvement and areas for improved efficiency.

Technology Requirements

We want you to have the tools to succeed! Since this course includes at least one proctored test, please be sure to have a working microphone, speakers, and an external webcam. Unfortunately, an internal webcam (built into many laptops) is not acceptable. (Note: The external webcam is required only for exams that have proctors. You do not need one for practice tests and other non-proctored assessments.) For other details about the technology you'll need, review the Computer System and Technology Requirements. If you have questions about your setup, contact support@academy.wgu.edu.

You will need Adobe Acrobat Reader DC. If you haven't already, download this free software. You may encounter an interactive form that contains fields that you can select or fill in. Review how to fill in a PDF form.

Key Contacts

Your Fellow Learners
Check out the Course Lobby in the course site! If this online community, you can ask questions and explore ideas. You can connect with your fellow learners. When you use this site, you will realize that other learners may have the same questions you have. You can all benefit from learning together!

Technical Support
If you encounter technical issues, be sure to contact the Help Desk. Just submit a Support Request for assistance.

Program Support
Do you have questions about your account? Student Support has answers. They can help with billing, switching courses, and other requests. You can contact them at (888) 320-0540 or support@academy.wgu.edu.
**Accommodations**

WGU provides compliant and accessible learning experiences. If you require accommodation, please contact us at the start of the course. You can email Support@academy.wgu.edu or call (888) 320-0540. We are committed to ensuring that all students with disabilities have equal access to WGU's services and materials. We strive to use best practices for accessibility. Our goal is to conform to existing U.S. laws. These include the Americans with Disabilities Act and Section 504 and Section 508 of the Rehabilitation Act. Our learning management system (LMS) platform is Open edX. Open edX's commitment to accessible content is published on their Website Accessibility Policy.