Hello, and welcome!

Operations management—it's a small term for an enormous concept. The process covers everything from the inception of an idea all the way to the finished product or service. It is the business function that plans, organizes, coordinates, and controls the resources needed to produce goods or services for an organization. In this course, you will explore quality management methods. You will look at capacity planning and location analysis. You will study work system design, scheduling, and supply chain management. You will analyze operating efficiency, planning methods—and so much more. The skills gained in this course will aid you in your supply chain management journey.

We invite you to take a minute to learn about the course by reviewing the information that follows. This way, you will be better able to understand the expectations of the course as a whole. 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 work through five modules. These modules are broken into smaller units. Throughout the course, you will find readings and a variety of interactive elements. These include study resources and practice quizzes to help deepen your understanding of the content. Engaging with these activities reinforces new learning. It also complements the knowledge you bring to this area of study.

The objective assessment allows you to demonstrate six core competencies from the course. You will have two attempts to pass the exam.

- 1 final exam • 3 competency units

This course covers the following competencies:

1. The graduate applies quality management methods for continuous improvement in an organization.
2. The graduate designs capacity, process, layout, and location strategies.
3. The graduate utilizes process and method analysis, measurement techniques, and scheduling concepts to design the work systems design.
4. The graduate employs just-in-time and lean systems to improve operating efficiency.
5. The graduate organizes the supply chain to create competitive advantage for an organization.
6. The graduate applies operations and inventory management requirements and concepts to achieve operating objectives.
## Course Outline

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<tr>
<th>Module</th>
<th>Upon completion of this module, you will be able to:</th>
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| **Quality Management**      | A. Explain how total quality management affects each area of an organization.  
B. Describe how to select the appropriate standards for an organization.  
C. Apply quality management tools to identify and analyze quality problems.  
D. Explain the causes of variation.  
E. Explain the meaning of process capability and the concept of Six Sigma. |
| **Capacity and Location**   | A. Explain the key factors and steps involved in capacity planning and location analysis.  
B. Describe the decision support tools used in capacity planning and location analysis.  
C. Explain various types of operational processes and their characteristics.  
D. Explain how to use a process flowchart and process performance metrics.  
E. Choose an appropriate type of layout and the steps involved for a given situation. |
| **Work System Design**      | A. Describe the steps involved in method analysis.  
B. Apply work measurement to estimate time to complete a specific job.  
C. Design a work system.  
D. Describe differences between infinite and finite loading for scheduling work. |
### Operating Efficiency

A. Describe the core elements of a just-in-time (JIT) system.
B. Describe the relationship between JIT and lean systems.
C. Explain the differences between "push" and "pull" production systems.
D. Describe the impact of JIT on all functional areas of the company.
E. Describe constraints management.

### Supply Chain

A. Describe components of a supply chain and how to implement supply chain management and metrics.
B. Determine whether to use insourcing or outsourcing in a given situation.
C. Explain the difference between vertical and horizontal integration.
D. Identify the objectives of inventory management.
E. Describe methods used to verify inventory.

### 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.
Check out the Operations Management Lobby in the course site! In this online community, you can ask questions and explore ideas. You can connect with your fellow learners. You will also find helpful videos and exercises. 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!

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

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.

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