

BUS 206 : Operations Management and Process Improvement

Fall, Spring

This course is an introduction to the study of operations management and process improvement, its philosophies and tools. It examines the quality dimensions of products and services; the impact of quality on operations and productivity; and the quality management philosophies of Deming, Juran, and Crosby. Additionally, students become familiar with problem solving and some of the primary tools of operations management, including brainstorming, histograms, flow charts, cause and effect diagrams, Pareto charts, and control charts for variables and attributes.

Credits 3