

**Central Carolina Community College
Program Planning Guide**

**Operations Management
Credential: Associate in Applied Science Degree in Operations Management (A2512G)**

Operations Management is a concentration under the curriculum title of Business Administration. This curriculum is designed to educate individuals in the technical and managerial aspects of operations for manufacturing and service industries.

Emphasized are analytical reasoning, problem solving, and continuous improvement concepts required in today's dynamic business and industry environments. Concepts include quality, productivity, organizational effectiveness, financial analysis, and the management of human, physical, and information resources.

Graduates should qualify for leadership positions, or enhance their professional skills in supervision, team leadership, operations planning, quality assurance, manufacturing and service management, logistics/distribution, health and safety, human resources management, and inventory/materials management.

Program Length: 7 semesters

Career Pathway Option: Associate in Applied Science Degree in Operations Management

Program Sites: Lee Campus - Evening Program, Selected Day and Distance Classes

Suggested Course Schedule:	HOURS			Grade	Semester	Notes
	Class	Lab	Credit			
1st Semester (Fall)						
BUS 137	Principles of Management	3	0	3		
CIS 110 ⁽¹⁾	Introduction to Computers	2	2	3		
ISC 131	Quality Management	3	0	3		
MAT 140 ⁽²⁾	Survey of Mathematics	3	0	3		
		10/11	2	11/12		
2nd Semester (Spring)						
BUS 151	People Skills	3	0	3		
ISC 121	Environmental Health & Safety	3	0	3		
ISC 210	Operation & Production Planning	3	0	3		
		9	0	9		
3rd Semester (Summer)						
BUS 252	Labor Relations	3	0	3		
ENG 111	Expository Writing	3	0	3		
ENG 111A	Expository Writing Lab	0	2	2		
MKT 120	Principles of Marketing	3	0	3		
		9	2	10		
4th Semester (Fall)						
<i>See Below</i>	Accounting Elective	3	2	4		
BUS 115	Business Law I	3	0	3		
BUS 260	Business Communication	3	0	3		
<i>See Below</i>	Economics Elective	3	0	3		
		12	2	13		
5th Semester (Spring)						
BUS 153	Human Resource Management	3	0	3		
BUS 240	Business Ethics	3	0	3		
ENG 114	Professional Research & Reporting	3	0	3		
OMT 112	Materials Management	3	0	3		
		12	0	12		

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6th Semester (Summer)

ISC 221	Statistical Quality Control	3	0	3			
OMT 218	Developing Team Performances	3	0	3			
		6	0	6			

7th Semester (Fall)

	Humanities/Fine Arts Elective	3	0	3			
OMT 260	Issues in Operations Management	3	0	3			
	Social/Behavioral Science Elective	3	0	3			
		9	0	9			

Accounting Elective (choose one)

ACC 115	College Accounting	3	2	4			
ACC 120	Principles of Financial Accounting	3	2	4			

Economics Elective (choose one)

ECO 151	Survey of Economics	3	0	3			
ECO 251	Principles of Microeconomics	3	0	3			
ECO 252	Principles of Macroeconomics	3	0	3			

⁽¹⁾May substitute CIS 111 (nontransferable)

⁽²⁾May substitute MAT 115 (nontransferable)

Total Semester Hours Credit: 70/71

Course Descriptions Operations Management:

ACC 115 College Accounting 3-2-4

This course introduces basic accounting principles for a business. Topics include the complete accounting cycle with end-of-period statements, bank reconciliation, payrolls, and petty cash. Upon completion, students should be able to demonstrate an understanding of accounting principles and apply those skills to a business organization.

ACC 120 Principles of Financial Accounting 3-2-4

This course introduces business decision-making using accounting information systems. Emphasis is placed on analyzing, summarizing, reporting, and interpreting financial information. Upon completion, students should be able to prepare financial statements, understand the role of financial information in decision-making, and address ethical considerations. This course has been approved for transfer under the CAA and ICAA a premajor and/or elective course requirement.

BUS 115 Business Law I 3-0-3

This course introduces the ethics and legal framework of business. Emphasis is placed on contracts, negotiable instruments, Uniform Commercial Code, and the working of the court systems. Upon completion, students should be able to apply ethical issues and laws covered to selected business decision-making situations. This course has been approved for transfer under the CAA and ICAA as a premajor and/or elective course requirement.

BUS 137 Principles of Management 3-0-3

This course is designed to be an overview of the major functions of management. Emphasis is placed on planning, organizing, controlling, directing, and communicating. Upon completion, students should be able to work as contributing members of a team

utilizing these functions of management. This course has been approved for transfer under the CAA and ICAA as a premajor and/or elective course requirement.

BUS 151 People Skills 3-0-3

This course introduces the basic concepts of identity and communication in the business setting. Topics include self-concept, values, communication styles, feelings and emotions, roles versus relationships, and basic assertiveness, listening, and conflict resolution. Upon completion, students should be able to distinguish between unhealthy, self-destructive, communication patterns and healthy, non-destructive, positive communication patterns.

BUS 153 Human Resource Management 3-0-3

This course introduces the functions of personnel/human resource management within an organization. Topics include equal opportunity and the legal environment, recruitment and selection, performance appraisal, employee development, compensation planning, and employee relations. Upon completion, students should be able to anticipate and resolve human resource concerns.

BUS 240 Business Ethics 3-0-3

This course introduces contemporary and controversial ethical issues that face the business community. Topics include moral reasoning, moral dilemmas, law and morality, equity, justice and fairness, ethical standards, and moral development. Upon completion, students should be able to demonstrate an understanding of their moral responsibilities and obligations as members of the workforce and society.

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course has been approved for transfer under the CAA and ICAA as a general education course in Social/Behavioral Sciences.

BUS 252 Labor Relations 3-0-3

This course covers the history of the organized labor movement and the contractual relationship between corporate management and employees represented by a union. Topics include labor laws and unfair labor practices, the role of the NLRB, organizational campaigns, certification/decertification elections, and grievance procedures. Upon completion, students should be able to act in a proactive and collaborative manner in an environment where union representation exists.

BUS 260 Business Communication 3-0-3

Prerequisite: ENG 111

This course is designed to develop skills in writing business communications. Emphasis is placed on business reports, correspondence, and professional presentations. Upon completion, students should be able to communicate effectively in the workplace.

CIS 110 Introduction to Computers 2-2-3

This course introduces computer concepts, including fundamental functions and operations of the computer. Topics include identification of hardware components, basic computer operations, security issues, and use of software applications. Upon completion, students should be able to demonstrate an understanding of the role and function of computers and use the computer to solve problems. This course has been approved for transfer under the CAA and ICAA as a premajor and/or elective course requirement.

ECO 151 Survey of Economics 3-0-3

This course introduces basic concepts of micro- and macroeconomics. Topics include supply and demand, optimizing economic behavior, prices and wages, money, interest rates, banking system, unemployment, inflation, taxes, government spending, and international trade. Upon completion, students should be able to explain alternative solutions for economic problems faced by private and government sectors. This course has been approved for transfer under the CAA and ICAA as a general education course in Social/Behavioral Sciences.

ECO 251 Prin of Microeconomics 3-0-3

This course introduces economic analysis of individual, business, and industry choices in the market economy. Topics include the price mechanism, supply and demand, optimizing economic behavior, costs and revenue, market structures, factor markets, income distribution, market failure, and government intervention. Upon completion, students should be able to identify and evaluate consumer and business alternatives in order to efficiently achieve economic objectives. This course has been approved for transfer under the CAA and ICAA as a general education course in Social/Behavioral Sciences.

ECO 252 Prin of Macroeconomics 3-0-3

This course introduces economic analysis of aggregate employment, income, and prices. Topics include major schools of economic thought; aggregate supply and demand; economic measures, fluctuations, and growth; money and banking; stabilization techniques; and international trade. Upon completion, students should be able to evaluate national economic components, conditions, and alternatives for achieving socioeconomic goals. This

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ENG 111 Expository Writing 3-0-3

Prerequisites: Take one set: RED 090 and ENG 090, ENG 095, or appropriate placement test scores.

Corequisites: ENG 111A

This course is the required first course in a series of two designed to develop the ability to produce clear expository prose. Emphasis is placed on the writing process including audience analysis, topic selection, thesis support and development, editing, and revision. Upon completion, students should be able to produce unified, coherent, well-developed essays using standard written English. This course has been approved for transfer under the CAA and ICAA as a general education course in English Composition.

ENG 111A Expository Writing Laboratory 0-2-1

Prerequisites: Take one set: RED 090 and ENG 090, ENG 095, or appropriate placement test scores.

Corequisites: ENG 111

This writing laboratory is designed to apply the skills introduced in ENG 111. Emphasis is placed on the editing and revision components of the writing process. Upon completion, students should be able to apply those skills in the production of final drafts in ENG 111. The computer is used as a writing and design tool for this course.

ENG 114 Professional Research and Reporting 3-0-3

Prerequisite: ENG 111

This course, the second in a series of two, is designed to teach professional communication skills. Emphasis is placed on research, listening, critical reading and thinking, analysis, interpretation, and design used in oral and written presentations. Upon completion, students should be able to work individually and collaboratively to produce well-designed business and professional written and oral presentations. The computer is used as a writing and design tool for this course. This course has been approved for transfer under the CAA and ICAA as a general education course in English Composition.

ISC 121 Environmental Health and Safety 3-0-3

This course covers workplace environmental, health, and safety concepts. Emphasis is placed on managing the implementation and enforcement of environmental health and safety regulations and on preventing accidents, injuries, and illnesses. Upon completion, students should be able to demonstrate an understanding of basic concepts of environmental, health, and safety.

ISC 131 Quality Management 3-0-3

This course provides a study and analysis of the aspects and implications of quality management that lead to customer satisfaction through continuous quality improvement. Topics include Total Quality Management, ISO 9000, organizing for quality, supplier/vendor relationships, and the role of leadership in quality management. Upon completion, students should be able to demonstrate an understanding of quality management concepts and techniques.

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ISC 210 Oper & Prod Planning 3-0-3

This course includes the fundamentals of operations and production planning, forecasting, and scheduling. Topics include demand management, production planning and control, scheduling, and budgeting. Upon completion, students should be able to demonstrate an understanding of the concepts and techniques involved in operations and production planning. This course is a unique concentration requirement of the Operations Management concentration in the Business Administration program.

ISC 221 Statistical Qual Control 3-0-3

This course covers the principles and techniques of statistical process control for the improvement of productivity. Emphasis is placed on basic statistics for quality control, organization and procedures for efficient quality control including inspections, process control, and tests of significance. Upon completion, students should be able to apply statistical principles and techniques to enhance production.

MAT 140 Survey of Mathematics 3-0-3

Prerequisite: Take one set: MAT 060 and MAT 070, MAT 060 and MAT 080, MAT 060 and MAT 090, MAT 095, MAT 120, MAT 121, MAT 161, MAT 171, MAT 175, or appropriate placement test scores.

This course provides an introduction in a non-technical setting to selected topics in mathematics. Topics may include, but are not limited to, sets, logic, probability, statistics, matrices, mathematical systems, geometry, topology, mathematics of finance, and modeling. Upon completion, students should be able to understand a variety of mathematical applications, think logically, and be able to work collaboratively and independently. Under the CAA and ICAA, this course satisfies the general education Mathematics requirement for the AA and AFA degrees. It does not satisfy the general education Mathematics requirement for the AS degree.

MKT 120 Principles of Marketing 3-0-3

This course introduces principles and problems of marketing goods and services. Topics include promotion, placement, and pricing strategies for products. Upon completion, students should be able to apply marketing principles in organizational decision-making.

OMT 112 Materials Management 3-0-3

This course covers the basic principles of materials management. Emphasis is placed on the planning, procurement, movement, and storage of materials. Upon completion, students should be able to demonstrate an understanding of the concepts and techniques related to materials management. This course is a unique concentration requirement of the Operations Management concentration in the Business Administration program.

OMT 218 Dev Team Performance 3-0-3

This course provides a foundation for enhancing team effectiveness and performance. Topics include clarification of team responsibilities, techniques for keeping the team on course, being a team player, and playing a vital role in team decisions. Upon completion, students should be able to understand the advantage of teamwork in a workplace environment and understand their role in being an effective team member.

OMT 260 Issues in Operations Mgt. 3-0-3

Prerequisites: ISC 121, ISC 210, OMT 112, and ISC 130, ISC 131, ISC 132, or ISC 221

This course presents a variety of topics that highlight contemporary problems and issues related to operations management. Emphasis is placed on production and operations planning, environmental health and safety, materials management, and quality systems. Upon completion, students should be able to demonstrate the ability to make decisions and resolve problems in an operations management environment. This course is a unique concentration requirement of the Operations Management concentration in the Business Administration program.