



**Operations Management Credential:
Operations Management Certificate
C2512G**

This certificate program is designed to prepare students in the basic aspects of operations for manufacturing and service industries. Emphasized in the certificate program are basic concepts in the areas of human resources, quality and production management. Credits earned in this certificate program may be transferred toward an Associate in Applied Science Degree in Operations Management provided the student meets the entrance requirements for the degree program.

Program Length: 3 semesters
 Career Pathway Options: Associate in Applied Science Degree in Operations Management (Higher entrance standards required)
 Operations Management Diploma (Higher entrance standards required)
 Program Sites: Lee Campus - Evening Program, Selected Day and Distance Courses

Course Requirements for Operations Management Certificate

Required Major Core Courses (18 SHC)	C-L-SHC
BUS 137 Principles of Management	3-0-3
BUS 151 People Skills	3-0-3
BUS 153 Human Resource Management	3-0-3
ISC 121 Environmental Health and Safety	3-0-3
ISC 131 Quality Management	3-0-3
OMT 218 Developing Team Performance	3-0-3

Total Semester Hours Credit Required for Graduation: 18

Semester Curriculum for Operations Management Certificate

1st Semester (Fall)	C-L-SHC
BUS 137 Principles of Management	3-0-3
ISC 131 Quality Management	<u>3-0-3</u>
	6-0-6
2nd Semester (Spring)	
BUS 151 People Skills	3-0-3
BUS 153 Human Resource Management	<u>3-0-3</u>
	6-0-6
3rd Semester (Summer)	
ISC 121 Environmental Health and Safety	3-0-3
OMT 218 Developing Team Performance	<u>3-0-3</u>
	6-0-6

Total Semester Hours Credit: 18

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.

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.

ISC 121 Envir 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.

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.