



**Operations Management
 Credential: Business Operations Certificate
 C2512G01**

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 management of employees, 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 and Distance Courses

Course Requirements for Business Operations 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
ISC 210	Operations and Production Planning	3-0-3
ISC 131	Quality Management	3-0-3
OMT 181	Industry Reporting Skills	3-0-3
OMT 218	Developing Team Performance	3-0-3

Total Semester Hours Credit Required for Graduation: 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.

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.

ISC 210 Oper and 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.*

OMT 181 Industry Reporting Skills 3-0-3
 This course is designed to develop skills in technical writing and oral presentations with emphasis on business reports and professional presentations. Topics include documenting procedures, writing work instructions, information security, preparing business reports and developing and presenting proposals. Upon completion, students should be able to communicate effectively in a manufacturing or industry setting.

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.