

Dept. of Business Management

COURSE PREVIEW John R. Bellenoit, [jbellenoit@westfield.ma.edu](mailto:jbellenoit@westfield.ma.edu)**Title:** Production & Operations Management 3 credits Required – Business Core

**Catalog Description:** Provides students with a working knowledge of manufacturing and purchasing operations. This course covers: manufacturing methods, location and layout, production planning and control, purchasing, inventory control, quality control, labor relations, and general manufacturing management. Prerequisite: MGMT 0104 Accounting I, MGMT 0250 Quantitative Approaches to Business Decisions, and MGMT 0107 Software Applications in Management

**Section I Course Objectives:**

Introduce students to operations jobs and functions, resource/profit model, tools to enhance production and operations decision-making, problem solving, develop communication skills, team management, and current issues and trends.

**Section II Description of Specific Learning Activities:**

By opening Weekly Assignment Folders students will be assigned text chapters and view short video cases to be prepared to actively discuss material asynchronously. Students will use the Internet to view web links assigned by Instructor.

**Section III Criteria of Evaluation:**

Case Reports, Examinations, Problem Solving, and Participation in ONLINE Discussions.

**Section IV Course Overview:**

All organizations, public or private, have some form of operations function. This course provides the student with an overview of the concepts and methods used in production and operations management in both the manufacturing and service environments. Topics will include operations strategy, profitability and costs control, value, product and process design and selection, capacity, facilities, inventory, workforce, quality control, scheduling techniques, supply chain management, resource planning, and information technology.

**Section V Facilities, equipment, required:** Access to computer and **reliable** Internet.

**Section VI Required Text:**

*Operations Now*, 3<sup>rd</sup> Edition, McGraw-Hill/Irwin, Byron J. Finch ISBN 978-0-07-312449-0  
Web Link: [www.mhhe.com/opsnow3e](http://www.mhhe.com/opsnow3e) **STUDENTS MUST HAVE TEXT ON JULY 5**

*This is a generic interaction plan and the official course syllabus will be available when the student begins the course.*