MEM 530 - Operations Management

3 Credit Hours

Operations management specifically involves the analysis, design, operation, and improvement of the systems and processes that deliver goods or services and ultimately outputs and outcomes. It is required to achieve the organization's mission, provide value to the organization's many stakeholders, and effectively translate policy into action. As such, operations management plays an important part of being an effective manager and policy implementer. In this course, we will develop a lens to perceive processes and systems in a variety of contexts along with an analytical toolbox to examine and understand these. Students will learn how to build basic operations models in Excel to make effective, evidence-based managerial, design, and policy decisions as well as gain defined analytical skills that lend themselves to roles in operations, management, hospital management, policy implementation, human services, consulting, and much more.