

## Master of Business Administration (MBA 5040) Strategic Operations Planning

### Course Description

Leaning heavily on external and internal analysis and the CEO's strategic guidance, this course examines how a Chief Operating Officer develops a company's long-term operations strategy, comprising decisions about supply-chain logistics, production, customer service, quality assurance, distribution and field support.

### Learning Objectives

The overarching course goal is to make a significant contribution to your ability to formulate and execute operations management strategies for your organization. I hope this course will prime your interest in the critical role that operations management has on the overall success of the organization and point the way toward several different management roles, possibly leading to a role as Chief Operating Officer. By modeling proven strategies for success and learning some useful tools, you can tackle the major operational problems that confront managers and ultimately have a pivotal impact on the operational success of your business.

#### Students will learn to:

- Understand the operations contribution to the development and implementation of successful business strategy
- Define key business processes and establish their performance objectives
- Analyze different key operational dimensions such as capacity management, flow time management, supply chain management, and quality management
- Understand developments such as lean operations, just-in-time operations, and theory of constraints
- Understand the impact of statistical fluctuation and dependent events
- Identify the critical issues for any operation and to derive decision models how operational performance might be improved
- Effectively collaborate with a virtual team to produce quality results

**Grade Scheme: Letter Grade**

**Minimum Pass: 70%**

**Credit Weight: 4 Credits**

#### Assessments:

- Case Studies
- Project
- Forum Participation
- Class Participation

\* Please note that this document is for marketing purposes and that the details of the course including grading, assessments and objectives may change or vary.

Grade	Grade Point Average (GPA)	Percentage
A+	4.3	98-100%
A	4.0	94-97%
A-	3.7	90-93%
B+	3.3	87-89%
B	3.0	84-86%
B-	2.7	80-83%
C+	2.3	76-79%
C	2.0	70-75%
F	0.0	0-69%