Transcripted Emphasis: Operations Management for QAMO

Learning Outcomes

1. Terminology Students should understand business terminology necessary for communicating with operations personnel in business.

2. Global supply chain. Students should master principles of global supply chain management.

3. Technical skills. Students should master key technical skills for operations management, including process optimization and statistical quality control practices.

4. Context. Students should be able to apply principles of operations management in both manufacturing- and service-industry contexts.

Outcomes Assessment Evidence

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| OUTCOME | Evidence |
| 1. Terminology | Final exam from OIS 3660/1 |
| 2. Global supply chain | Final exam from OIS 5620 |
| 3. Technical skills | Final exam from OIS 5610 |
| 4. Context | Final exam from OIS 3660/1 and/or A final project from OIS 5670 |

Outcomes Assessment Rubric

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| OUTCOME | Unacceptable | Satisfactory | Superior |
| 1. Terminology | Unable to correctly define and use operations terminology. | Able to correctly define terminology, and competence at using terminology in context. | Able to correctly define terminology, and mastery at using terminology in context. |
| 2. Global supply chain | Unable to demonstrate a satisfactory knowledge of how principles apply and methods must be adapted in the global context. | Able to identify different methods for use in global contexts, but cannot connect methods to key principles. | Able to connect global methods to fundamental principles of supply chain management. |
| 3. Technical skills | Unable to successfully apply process optimization or statistical quality control principles. | Able to apply basica of process optimization or statistical quality control principles. | Able to apply basics of process optimization or statistical quality control principles, and make recommendations for how to improve operations based on analysis. |
| 4. Context | Unable to identify how key principles apply and how methods must be adapted across different contexts. | Able to identify different methods for use in different contexts, but cannot connect methods to key principles. | Able to illustrate how principles lead to different methods across operational contexts. |