

CONTINUING EDUCATION

COURSE OUTLINE – Operations Management

INSTRUCTOR: N/A

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OFFICE: M105

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PREREQUISITE(S): None

REQUIRED TEXT/RESOURCE MATERIALS:

Course materials are included.

CALENDAR DESCRIPTION:

This course explores the fundamental concepts and theories practitioners will need to successfully guide operations in manufacturing and service organizations. Modules in this self-paced course introduce key foundational material, describe the interplay of supply chains and demand management, and explain the role that processes and process management play in robust operations. Specific tools, techniques, and methodologies (including Lean, total quality management, and Six Sigma) are presented to show their applicability to operational strategies.

Interactive and integrative exercises throughout the course challenge learners, ensuring that you understand important ideas, schemes, and information.

Educational review materials and study aides assist in the retention of material, and video segments from industry professionals provide real-world advice that you can use to help reach operational goals and objectives in professional settings.

CONTACT HOURS: 10 hours

CEUs: 1

PDU: 10

DELIVERY MODE: Online self-paced

TRANSFERABILITY: N/A

GRADING CRITERIA:

Upon successful completion of the course, you will receive a Certificate of Completion.

EVALUATIONS: Learners must achieve a test score of at least 70% to meet the minimum successful completion requirement and qualify to receive IACET CEUs.

The following list outlines the PDUs you will earn for completing this course, based on the certification you have.

Designation	Technical	Leadership	Strategic/Business	TOTAL
PMP®/PgMP®	4.5	4.5	1	10
PMI-RMP®	4.5	4.5	1	10
PMI-SP®	0	4.5	1	5.5
PMI-ACP®	0	4.5	1	5.5
PfMP®	4.5	4.5	1	10
PMI-PBA®	4.5	4.5	1	10

STUDENT RESPONSIBILITIES: Completion of any practice lessons, quizzes, assignments, or tests.

COURSE SCHEDULE/TENTATIVE TIMELINE:

Dates vary (refer to website for current availability).

LEARNING OUTCOMES:

Upon successful completion of this course, learners will be able to:

- Identify the important fundamental aspects of operations management
- Classify the integration and location factors that contribute to successful operations
- Demonstrate the part that demand chains play in a productive operations strategy
- Analyze the importance of forecasting, aggregate planning, and master production scheduling
- Devise effective process management strategies that can be combined with strategic and tactical plans
- Summarize how alternative management methodologies can be used to augment operations management programs