**OPERATIONS MANAGEMENT (OM)**

OM 204 (s) Special Topics  
Credit arranged

OM 298 (s) Internship  
1-3 credits, max 6

OM 299 (s) Directed Study  
Credit arranged

OM 370 Process Management  
3 credits  
This course examines the concepts and tools used to design, implement, manage, evaluate and improve the business processes used to create and deliver value to customers. International and ethical issues associated with process management will also be considered. May involve evening exams.  
**Prereq:** STAT 251 or STAT 301 or MATH 330.

OM 378 Project Management  
3 credits  
Planning, organizing, staffing, controlling, and directing an organization's resources for special projects; topics include matrix organizations, cross functional teamwork, budgeting, work breakdown structures, critical path method (CPM), program evaluation and review techniques (PERT), capacity planning, and project control. May involve evening exams.  
**Prereq:** STAT 251 or STAT 301 or MATH 330.

OM 404 (s) Special Topics  
Credit arranged

OM 439 Systems and Simulation  
4 credits  
Distribution theory, random numbers, modeling concepts, and simulation of queuing and inventory systems. Students must have access to a laptop computer for use in class. Three lectures and one 3-hour lab a week. May involve evening exams. May involve field trips. (Spring only)  
**Prereq:** OM 370, CHE 453, ME 313, or MSE 453; or Permission

OM 446 Six Sigma Innovation  
3 Credits  
Six Sigma is a highly structured strategy for acquiring, assessing, and applying customer, competitor, and enterprise intelligence for the purposes of product, system or enterprise innovation and design. It has two major thrusts, one that is directed toward significant innovation or improvement of an existing product, process or service that uses an approach called DMAIC (Define - Measure - Analyze - Improve - Control) and a second dedicated to design of new processes, products or services. This course focuses on the innovation aspects of Six Sigma. Recommended preparation: STAT 431. Cooperative: open to WSU degree-seeking students. (Spring, alt/years)  
**Prereq:** STAT 251 or STAT 301.

OM 456 Quality Management  
3 credits  
Cross-listed with STAT 456  
Principles of total quality management, with emphasis on problem solving techniques to continually improve processes; customer-driven quality, management and employee participation, statistical process control, product/process design, and process capability. May include evening exams. May involve field trips.  
**Prereq:** STAT 251 or STAT 301.

OM 470 Supply Chain Management  
3 credits  
In-depth study and analysis of the supply chain management integrated approach to business with emphasis on the transportation, purchasing, packaging, inventory management, and international logistics functions, as well as issues in negotiation and relationship management. May involve evening exams.  
**Prereq:** BUS 354 and OM 370

OM 472 Operations Planning and Scheduling  
3 credits  
In-depth study of planning and scheduling techniques with emphasis on material requirements planning. May involve evening exams and field trips.  
**Prereq:** OM 370.

OM 498 (s) Internship  
Credit arranged

OM 499 (s) Directed Study  
Credit arranged