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: BUS 252 and 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.

OM 398 Internship
1-3 credits, max 6.

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. 3 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/ys)

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: 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.