



California State University, Los Angeles
College of Business and Economics
Management Department

Operations Management Option

Q. What is Operations Management?

A. Operations refers to what an organization does to create value. This might be delivering a service or manufacturing a product. Operations management addresses the management of this value-creation process. Strategic issues include process and technology selection, facility design, and location. Tactical issues include customer service, capacity, quality, supply-chain management, materials management, and workforce management.

Q. Who should consider a career in operations management?

A. (1) People who enjoy working with and meeting other people. Operations managers are on the front lines of business where the action is. They are responsible for the daily operation of the business. This means managing employees, customers, information, and technology on a continual basis. It also means responding to the unanticipated events that keep business interesting and challenging. (2) Anyone who enjoys developing new and innovative ways to transform inputs into desired outputs in a variety of organizational settings. (3) Anyone who enjoys analyzing value-creation processes and using the latest information technology and management theories to make such processes more efficient and effective.

Q. What jobs are available for operations management majors?

A. According to Labor Department statistics, approximately 51 million of the 128 million people employed in the United States are employed in operations positions. Most entry-level management-trainee jobs are in operations management. Typically, this means managing a small manufacturing or service operation and organizing and motivating a group of workers. Example titles include department, office, store, and branch manager. Senior-level operations managers are responsible for larger operations such as a collection of service outlets or a manufacturing plant. Finally, the chief operating officer is responsible for the daily operation of a corporation.

Bachelors Degree in Business with the Option in Operations Management

The Operations Management Option is seven courses (28 units) designed to prepare students for careers in operations management.

Required Courses:

MGMT 460	Case Studies in Operations Management
MGMT 464	Production and Inventory Management
MGMT 489	High Performance Management

Prerequisite

MGMT 306
MGMT 306
MGMT 307

Qtr Offered

F, W, S, X
F
F, W, S, X

Elective Courses (Choose four of the following):

MGMT 454	Special Topics in Management
MGMT 463	Process Design and Improvement
MGMT 467	Quality Control
MGMT 468	Small Business Management
MGMT 473	Strategic Human Resource Management
MGMT 484	Organization Development and Change
MGMT 485	Project Management
MGMT 488	Managing Service Delivery in a Multicultural Marketplace
MGMT 490	Service Management

Prerequisite

Varies with topic
MGMT 306 or Instructor's consent
ECON 309
Most of Bus. Core
MGMT 307
MGMT 307
None
MGMT 306 & 307
MGMT 306 & 307

Qtr Offered

W, S
S
W, X
F, W, S, X
F, W, S, X
F
W
Varies
W

Most Operations Management courses are offered only once per year and have a prerequisite: MGMT 306. So, plan to take 306 early in your junior year (after completing 90 quarter units or 60 semester units). Then begin taking the 400-level option courses. You need not complete general education, theme, or business core courses, except MGMT 306, before taking most option courses.

