



Credit Hours: 3

Contact Hours: This is a 3-credit course, offered in accelerated format. This means that 16 weeks of material is covered in 8 weeks. The exact number of hours per week that you can expect to spend on each course will vary based upon the weekly coursework, as well as your study style and preferences. You should plan to spend 14-20 hours per week in each course reading material, interacting on the discussion boards, writing papers, completing projects, and doing research.

Faculty Information: Faculty contact information and office hours can be found on the faculty profile page.

COURSE DESCRIPTION AND OUTCOMES

COURSE DESCRIPTION:

This course prepares learners to understand the role of financial performance in the management of an organization's processes and services, as well as its influence on an enterprise's financial viability. The course focuses on the integration of operations management and financial management. Students learn the reasons asset management is an essential organizational process and the benefits of organizations supporting international standards.

COURSE OVERVIEW:

This course prepares learners to understand the role of financial performance in the management of a company's processes and services and its influence on an enterprise's financial viability. The course focuses on the integration of operations management and financial management. It also focuses on the reasons asset management is an essential organizational process and the benefits of ISO 9000. The course also covers the concepts of net present value, internal rate of return and other cost effectiveness indicators, and a general approach to the international standards for organizations. Each topic will be viewed in the context of the student's own workplace, as well as across different organizations and industries and throughout the global environment.

PMI-GAC ACCREDITATION AND PMI CERTIFICATION

CSU-Global's Bachelor of Science in Project Management and Master of Project Management are accredited by Project Management Institute Global Accreditation Center for Project Management Education Programs (GAC). GAC accreditation ensures the quality of academic degree programs and their graduates to meet the standards of the rapidly growing field of project management.

Among other requirements, Project Management Institute (PMI) requires those who aspire to take the PMP exam to have a minimum of 35 contact hours of documented training in project management. Other PMI certificates have a similar requirement too. Students may utilize the courses taken at CSU-Global to satisfy these requirements.

OPERATIONS MANAGEMENT AND SUPERVISION (OPS) CAREERS

CSU-Global is focused on providing career-relevant degree programs that align with industry requirements and best practices. CSU-Global's Operations Management and Supervision (OPS) courses are designed to provide students with the business and operations management skills necessary to succeed in an increasingly global

economy and changing business environment. This program prepares learners to fulfill the organizational roles and responsibilities of Operations Management and Supervision. The learner will evaluate how companies manage manufacturing processes and services effectively and efficiently and the use of information to improve organizational performance. The courses are focused on developing students' knowledge, skills, and abilities in operations management, finance, management, leadership, strategic and critical thinking, decision making, and business governance.

Faculty members serve as peer cohort mentors and facilitators, career coaches, writing coaches, and résumé reviewers for students, and represent the university at various academic and professional conferences and events. Students who need additional academic support to answer questions about degree programs may request to speak with the Program Chair or can schedule a meeting with a faculty career coach via an online scheduling tool located in the student portal. The career center allows students the opportunity to talk to a career coach, search for jobs and have access to a variety of resources.

A variety of job opportunities exist in various fields of practice in operations management and to maintain high standards of practice in this industry, operations management practitioners need to pay adequate attention to education and training to ensure they obtain the skills they need to succeed. Obtaining well-known industry certificates is one of the ways that operations management practitioners can choose to improve their skills, set themselves apart from competitors, and showcase their credentials. Here are some of the example certificates that operations management practitioners may choose to pursue:

- Certificates offered by APICS including the APICS Certified in Production and Inventory Management (CPIM), Certified Supply Chain Professional (CSCP), and Certified in Logistics, Transportation and Distribution (CLTD).
- Certificates offered by the ASQ such as the Certified Manager of Quality/Organizational Excellence, the ASQ Master Black Belt (MBB) certification, and the ASQ Certified Six Sigma Black Belt
- The Certified Professional in Supply Management (CPSM) from the Institute for Supply Management (ISM)
- The SCPro™ from the Council of Supply Chain Management Professionals (CSCMP)
- Other example certificates include the certificates offered by Project Management Institute (PMI)

COURSE LEARNING OUTCOMES:

1. Demonstrate an understanding of financial techniques and performance metrics in evaluating operational performance.
2. Demonstrate an understanding of strategies for and the importance of integrating operations management and financial management.
3. Evaluate products, processes, and services using cost/benefit analysis.
4. Describe the criteria for and the benefits of an assets/inventory management program.
5. Discuss how the International Standardization for Organizations can benefit organizations and customers.
6. Demonstrate an understanding of net present value, internal rate of return, and other cost effectiveness indicators.

PARTICIPATION & ATTENDANCE

Prompt and consistent attendance in your online courses is essential for your success at CSU-Global Campus. Failure to verify your attendance within the first seven days of this course may result in your withdrawal. If for some reason you would like to drop a course, please contact your advisor.

Online classes have deadlines, assignments, and participation requirements just like on-campus classes. Budget your time carefully and keep an open line of communication with your instructor. If you are having technical problems, problems with your assignments, or other problems that are impeding your progress, let your instructor know as soon as possible.

COURSE MATERIALS

Required:

Leon, S. M. (2015). *Financial Intelligence for Supply Chain Managers: Understand the Link Between Operations and Corporate Financial Performance*. FT Press. ISBN-13: 978-0133838312

NOTE: All non-textbook required readings and materials necessary to complete assignments, discussions, and/or supplemental or required exercises are provided within the course itself. Please read through each course module carefully.

COURSE SCHEDULE

Due Dates

The Academic Week at CSU-Global begins on Monday and ends the following Sunday.

- **Discussion Boards:** The original post must be completed by Thursday at 11:59 p.m. MT and peer responses posted by Sunday 11:59 p.m. MT. Late posts may not be awarded points.
- **Opening Exercises:** Take the Opening Exercise before reading each week's content to see which areas you will need to focus on. You may take these exercises as many times as you need. The Opening Exercises will not affect your final grade.
- **Mastery Exercises:** Students may access and retake Mastery Exercises through the last day of class until they achieve the scores they desire.
- **Critical Thinking:** Assignments are due Sunday at 11:59 p.m. MT.

WEEKLY READING AND ASSIGNMENT DETAILS

MODULE 1

Readings

- Chapter 1 in *Financial Intelligence*.

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

MODULE 2

Readings

- Chapter 2 in *Financial Intelligence*.
- Carrahera, S., & Van Auken, H. (2013). The use of financial statements for decision making by small firms. *Journal of Small Business and Entrepreneurship*, 26(3), 323-336.
- Kuo, C. (2014). Effect of enterprise resource planning information system on business performance: An empirical case of Taiwan. *Journal of Applied Finance and Banking*, 4(2), 1-19.

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Critical Thinking (70 points)

Choose one of the following two assignments to complete this week. Do *not* complete both assignments. Identify your assignment choice in the title of your submission. Note that while there are two options for the Critical Thinking Assignment, there is only one rubric. Review the rubric to confirm you are meeting the assignment requirements.

Option #1: Integrating Operations Management with Financial Management (Paper)

Write a paper in which you:

1. Identify and discuss how an enterprise resource planning system integrates operations management and financial management within the context of an existing and verifiable national (domestic) service-based company.
2. Explain why some enterprise resource planning systems have failed to yield expected benefits.

Your well-written paper should meet the following requirements:

- 3-4 pages in length, not including cover and reference pages.
- Formatted according to the *CSU-Global Guide to Writing and APA Requirements*
- Be sure to properly organize your writing and include an introduction, headings / subheadings for the body of your work, analysis and recommendations, conclusion, and list of references. Consult the assignment template for a more complete list of requirements.
- You must include a minimum of three sources to support your submission, two of which must be academic peer-reviewed scholarly sources. Your sources should demonstrate thoughtful consideration of the ideas and concepts that are presented in the course and provide new thoughts and insights relating directly to this topic. The CSU-Global library is a great place to find these resources.

Review the grading rubric to see how you will be graded for this assignment.

Option #2: Integrating Operations Management with Financial Management (Presentation)

Prepare a presentation in which you:

1. Identify and discuss how an enterprise resource planning system integrates operations management and financial management within the context of an existing and verifiable internationally focused manufacturing-based company.
2. Explain why some enterprise resource planning systems have failed to yield expected benefits.

The length and formatting requirements include:

- Your presentation should be 10-12 slides in length, not including a cover and reference pages. Include a cover page, section headers, an introduction, a conclusion, and a reference page.
- Formatted according to the *CSU-Global Guide to Writing & APA*
- Be sure to properly organize your slides and include an introduction, headings / subheadings for the body of your work, analysis and recommendations, conclusion, and list of references. Consult the assignment template for a more complete list of requirements.
- You must include a minimum of three sources to support your submission, two of which must be academic peer-reviewed scholarly sources. Your sources should demonstrate thoughtful consideration of the ideas and concepts that are presented in the course and provide new thoughts and insights relating directly to this topic. The CSU-Global library is a great place to find these resources.

- If you do not have access to PowerPoint, you may use a program like Google, SlideRocket, Prezi or another software to create your presentation. Include extensive speaker's notes for each slide.

Review the grading rubric to see how you will be graded for this assignment.

Portfolio Project Milestone (25 points)

Choose one of the following two Portfolio Milestones to complete this week. Do *not* complete both assignments. Identify your assignment choice in the title of your submission. Note that while there are two options for the milestone, there is only one rubric. Review the rubric to confirm you are meeting the assignment requirements.

Milestone Option #1: Portfolio Topic (Written)

Submit your Portfolio Topic to your instructor for preliminary approval. Provide reasons for your choice. Your submission should contain no more than 1 page of content, framed by a cover page and references page, and include key points you wish to include in your final project.

This assignment is required and is worth 25 points.

Format your text and references according to the *CSU-Global Guide to Writing and APA Requirements*. A cover page is required.

Milestone Option #2: Portfolio Topic (PowerPoint)

Submit your Portfolio Topic to your instructor for preliminary approval. Provide reasons for your choice. For this option, your submission should be in the form of a PowerPoint presentation. Since this is a PowerPoint, you must include a title slide, slides containing the body of the paper, references to support your ideas, and detailed speaker notes to highlight key points you wish to include in your final project.

This assignment is required and is worth 25 points.

Format your text and references according to the *CSU-Global Guide to Writing and APA Requirements*. A cover/title slide is required.

MODULE 3

Readings

- Chapter 3 in *Financial Intelligence*.
- Commerce Bank (2017). 6 ways businesses benefit and profit from foreign exchange. Retrieved from <https://www.bizjournals.com/stlouis/news/2017/12/31/6-ways-businesses-benefit-and-profit-from-foreign.html>
- Fritz, R. (n.d.). What is the difference between asset management & operations? Retrieved from <http://smallbusiness.chron.com/difference-between-asset-management-operations-26404.html>
- Rohm, H. (2019). Using the Balanced Scorecard to Align Your Organization. 4. <https://balancedscorecard.org/wp-content/uploads/2019/08/BSI-using-the-balanced-scorecard-to-align-your-organization.pdf>

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Critical Thinking (75 points)

Choose one of the following two assignments to complete this week. Do *not* complete both assignments. Identify your assignment choice in the title of your submission. Note that while there are two options for the Critical Thinking Assignment, there is only one rubric. Review the rubric to confirm you are meeting the assignment requirements.

Option #1: Performance Measurements

Measuring operations and satisfaction in a quantitative manner is key to incorporating customer satisfaction issues into financial management decisions. By integrating customer satisfaction issues and financial management decisions, the operations manager is adding value to the long-term goals and increasing the efficiency of customer relationship management. Additionally, the operations manager's actions are providing a competitive edge for the company.

Conduct research and write a paper that addresses the following questions:

1. What are some of the quantitative and qualitative performance measurements used to help differentiate the customer experience?
2. How can those measurements be used to improve not only operational performance but also financial performance?

Your well-written paper should meet the following requirements:

- 3-4 pages in length, not including cover and reference pages.
- Formatted according to the *CSU-Global Guide to Writing and APA Requirements*
- Be sure to properly organize your writing and include an introduction, headings / subheadings for the body of your work, analysis and recommendations, conclusion, and list of references. Consult the assignment template for a more complete list of requirements.
- You must include a minimum of three sources to support your submission, two of which must be academic peer-reviewed scholarly sources. Your sources should demonstrate thoughtful consideration of the ideas and concepts that are presented in the course and provide new thoughts and insights relating directly to this topic. The CSU-Global library is a great place to find these resources.

Review the grading rubric to see how you will be graded for this assignment.

Option #2: Constructing and Justifying a BSC

Please read the Rohm article, paying particular attention to Table 1. Review those questions. Then, write a paper that includes your development of a BSC for an international firm with which you are familiar. Make sure you include the following:

1. The BSC
2. Justification for your selected scorecard elements
3. How your selected elements will improve the firm's financial performance.

Your well-written paper should meet the following requirements:

- 2-3 pages in length, not including cover and reference pages.
- Formatted according to the *CSU-Global Guide to Writing and APA Requirements*
- Be sure to properly organize your writing and include an introduction, headings / subheadings for the body of your work, analysis and recommendations, conclusion, and list of references. Consult the assignment template for a more complete list of requirements.
- You must include a minimum of three sources to support your submission, two of which must be academic peer-reviewed scholarly sources. Your sources should demonstrate thoughtful

consideration of the ideas and concepts that are presented in the course and provide new thoughts and insights relating directly to this topic. The CSU-Global library is a great place to find these resources.

Review the grading rubric to see how you will be graded for this assignment.

MODULE 4

Readings

- Chapters 4 & 6 in *Financial Intelligence*.
- Daniel, G. A. (2015). A consensus on commonly used financial ratios. Paper presented at the 79-88.

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Critical Thinking (75 points)

Choose one of the following two assignments to complete this week. Do *not* complete both assignments. Identify your assignment choice in the title of your submission. Note that while there are two options for the Critical Thinking Assignment, there is only one rubric. Review the rubric to confirm you are meeting the assignment requirements.

Option #1: Cost-Benefit Analysis and Capital Budget Decision Making

Effective evaluation and management of projects and investments are critically important to a firm and the benefits of the investment should be more than the cost of the investment.

1. In your paper, compare and contrast two of the primary tools of cost-benefit analysis: Net present value (NPV), internal rate of return (IRR), and payback period (PB).
2. Discuss the relevance of cost-benefit analysis as a tool for capital budgeting decision-making.
3. Why is capital budgeting decision-making an important process in operations management?

Your well-written paper should meet the following requirements:

- 2-3 pages in length, not including cover and reference pages.
- Formatted according to the *CSU-Global Guide to Writing and APA Requirements*
- Be sure to properly organize your writing and include an introduction, headings / subheadings for the body of your work, analysis and recommendations, conclusion, and list of references. Consult the assignment template for a more complete list of requirements.
- You must include a minimum of three sources to support your submission, two of which must be academic peer-reviewed scholarly sources. Your sources should demonstrate thoughtful consideration of the ideas and concepts that are presented in the course and provide new thoughts and insights relating directly to this topic. The CSU-Global library is a great place to find these resources.

Review the grading rubric to see how you will be graded for this assignment.

Option #2: Forecasting and Aggregate Planning

From an operational point of view, market opportunities are the driving force behind operations management decisions. The opportunities are compiled in the form of demand forecasting.

1. Explain qualitative and quantitative forecasting methods, forecasting error, and exponential smoothing including seasonal and trend plus seasonality.
2. Provide a verifiable example of these forecasting and aggregate planning concepts from the perspective of an international firm providing a service rather than a product.

Your well-written paper should meet the following requirements:

- 2-3 pages in length, not including cover and reference pages.
- Formatted according to the *CSU-Global Guide to Writing and APA Requirements*
- Be sure to properly organize your writing and include an introduction, headings / subheadings for the body of your work, analysis and recommendations, conclusion, and list of references. Consult the assignment template for a more complete list of requirements.
- You must include a minimum of three sources to support your submission, two of which must be academic peer-reviewed scholarly sources. Your sources should demonstrate thoughtful consideration of the ideas and concepts that are presented in the course and provide new thoughts and insights relating directly to this topic. The CSU-Global library is a great place to find these resources.

Review the grading rubric to see how you will be graded for this assignment.

Portfolio Project Milestone (25 points)

Choose one of the following two Portfolio Milestones to complete this week. Do *not* complete both assignments. Identify your assignment choice in the title of your submission. Note that while there are two options for the milestone, there is only one rubric. Review the rubric to confirm you are meeting the assignment requirements.

Milestone Option #1: Portfolio Written Outline

Submit a **written outline** of your Portfolio Project.

- State your paper topic.
- Provide a **written outline** of your paper.
 - Your outline should include headers (the major topics), major resources, and the intended flow of the information in the project.
 - Under each header, write a few sentences describing what you think you might cover in that section.
- Provide three articles that you might consider using for your final Portfolio Project. These sources cannot include the textbook or other course materials.
- Give a short reason why you feel each source would be pertinent to your project. This is not expected to be a final list. The goal here is to motivate you to begin examining research that might help you in your final Portfolio Project.

Milestone Option #2: Portfolio Concept Map

Submit a **concept map** of your Portfolio Project, which visualizes the paper topic and the impact that each of the project's components and subtopics have toward success.

- State your paper topic.
- Provide a **concept map** for your paper.
 - Your concept map should include headers (the major topics), major resources, and the intended flow of the information in the project.
 - For each major topic listed, include a few sentences describing what you think you might cover in that section. If you'd like to keep your concept map's appearance clean, you may submit the topic descriptions in a separate document.
- Provide three articles that you might consider using for your final Portfolio Project. These sources cannot include the textbook or other course materials.

- Give a short reason why you feel each source would be pertinent to your project. This is not expected to be a final list. The goal here is to motivate you to begin examining research that might help you in your final Portfolio Project. Again, the rationale for resources can be submitted in a separate document, if preferred.

MODULE 5

Readings

- Chapter 9 in *Financial Intelligence*.
- Lean management techniques. (2016). *Journal of Accountancy*, 221(4), 33-41.

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Critical Thinking (75 points)

Choose one of the following two assignments to complete this week. Do *not* complete both assignments. Identify your assignment choice in the title of your submission. Note that while there are two options for the Critical Thinking Assignment, there is only one rubric. Review the rubric to confirm you are meeting the assignment requirements.

Option #1: Analyzing Inventory Turnover

Research the term “inventory turnover” and write a paper discussing the normal inventory turnover for the following industries:

1. Automobile manufacturers
2. Restaurants and hotels
3. Retailers

In your report, discuss the following:

- What is the purpose of holding inventory?
- What steps do you think companies can take to improve the accuracy of their inventory management program?
- Which international standard(s) could each of the industries use in addressing inventory issues?

Your well-written paper should meet the following requirements:

- 3-4 pages in length, not including cover and reference pages.
- Formatted according to the *CSU-Global Guide to Writing and APA Requirements*
- Be sure to properly organize your writing and include an introduction, headings / subheadings for the body of your work, analysis and recommendations, conclusion, and list of references. Consult the assignment template for a more complete list of requirements.
- You must include a minimum of three sources to support your submission, two of which must be academic peer-reviewed scholarly sources. Your sources should demonstrate thoughtful consideration of the ideas and concepts that are presented in the course and provide new thoughts and insights relating directly to this topic. The CSU-Global library is a great place to find these resources.

Review the grading rubric to see how you will be graded for this assignment.

Option #2: Inventory Management in a Global Environment

Research lean and JIT inventory in global organizations and write a paper discussing the following:

1. Lean concepts
2. JIT concepts
3. How global organizations can use international standards to manage inventory across time zones and countries and manage to use lean and JIT for effective inventory management and purchasing
4. The unique challenges for an international and global business.
5. Which international standard(s) could an international organization use to address inventory issues?

Your well-written paper should meet the following requirements:

- 3-4 pages in length, not including cover and reference pages.
- Formatted according to the *CSU-Global Guide to Writing and APA Requirements*
- Be sure to properly organize your writing and include an introduction, headings / subheadings for the body of your work, analysis and recommendations, conclusion, and list of references. Consult the assignment template for a more complete list of requirements.
- You must include a minimum of three sources to support your submission, two of which must be academic peer-reviewed scholarly sources. Your sources should demonstrate thoughtful consideration of the ideas and concepts that are presented in the course and provide new thoughts and insights relating directly to this topic. The CSU-Global library is a great place to find these resources.

Review the grading rubric to see how you will be graded for this assignment.

MODULE 6

Readings

- Chapter 10 in *Financial Intelligence*.

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Critical Thinking (75 points)

Choose one of the following two assignments to complete this week. Do *not* complete both assignments. Identify your assignment choice in the title of your submission. Note that while there are two options for the Critical Thinking Assignment, there is only one rubric. Review the rubric to confirm you are meeting the assignment requirements.

Option #1: Domestic Firm: Supplier Profile

Sourcing and supply management is integral to profitability of an organization. Chapter 10 describes eight objectives for sourcing and supply management. Review these objectives, then profile a domestic firm for which you are familiar, using each objective as a discussion point. Make sure that you cover these eight points:

1. Purchasing strategies that support organizational goals and objectives
2. Supply continuity to support operations
3. Obtain and develop suppliers
4. Reasons to Outsource (there are 3 of them)
5. Selecting and evaluating suppliers
6. Determining how many suppliers to use

7. Supplier involvement and development
8. Managing the sourcing process effectively and efficiently

Your well-written paper should meet the following requirements:

- 3-4 pages in length, not including cover and reference pages.
- Formatted according to the *CSU-Global Guide to Writing and APA Requirements*
- Be sure to properly organize your writing and include an introduction, headings / subheadings for the body of your work, analysis and recommendations, conclusion, and list of references. Consult the assignment template for a more complete list of requirements.
- You must include a minimum of three sources to support your submission, two of which must be academic peer-reviewed scholarly sources. Your sources should demonstrate thoughtful consideration of the ideas and concepts that are presented in the course and provide new thoughts and insights relating directly to this topic. The CSU-Global library is a great place to find these resources.

Review the grading rubric to see how you will be graded for this assignment.

Option #2: International Firm: Supplier Presentation

Sourcing and supply management is integral to profitability of an organization. Chapter 10 describes, 8 objectives sourcing and supply management. Review these objectives, then profile an international firm that you are familiar, using each objective as a discussion point. Make sure that you cover these 8 points:

1. Purchasing strategies that support organizational goals and objectives
2. Supply continuity to support operations
3. Obtain and develop suppliers
4. Reasons to Outsource (there are 3 of them)
5. Selecting and evaluating suppliers
6. Determining how many suppliers to use
7. Supplier involvement and development
8. Managing the sourcing process effectively and efficiently

The length and formatting requirements include:

- Your presentation should be 10-12 slides in length, not including a cover and reference pages. Include a cover page, section headers, an introduction, a conclusion, and a reference page.
- Formatted according to the *CSU-Global Guide to Writing & APA*
- Be sure to properly organize your slides and include an introduction, headings / subheadings for the body of your work, analysis and recommendations, conclusion, and list of references. Consult the assignment template for a more complete list of requirements.
- You must include a minimum of three sources to support your submission, two of which must be academic peer-reviewed scholarly sources. Your sources should demonstrate thoughtful consideration of the ideas and concepts that are presented in the course and provide new thoughts and insights relating directly to this topic. The CSU-Global library is a great place to find these resources.
- If you do not have access to PowerPoint, you may use a program like Google, SlideRocket, Prezi or another software to create your presentation. Include extensive speaker's notes for each slide.

Review the grading rubric to see how you will be graded for this assignment.

MODULE 7

Readings

- Chapter 11 in *Financial Intelligence*.
- Weckenmann, A., Akkasoglu, G., & Werner, T. (2015). Quality management - history and trends. *TQM Journal*, 27(3), 281-293.

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

MODULE 8

Readings

- Chapters 6 & 7 in *Financial Intelligence*.
- Project Management Institute (2013). *Communication: The message is clear*. Retrieved from http://www.pmi.org/~media/PDF/Knowledge%20Center/Communications_whitepaper_v2.ashx

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Portfolio Project (300 points)

Choose one of the following two Portfolio Projects to complete. Do not do both assignments. Identify your assignment choice in the title of your submission. Review the Portfolio Project grading rubric to understand how you'll be graded on your project.

Operations Management Comprehensive Analysis

You will complete a final project detailing a comprehensive analysis of operations management. You will conduct investigations into operations management practices in an approved, verifiable, or identifiable company in either a high-tech or service industry with an international presence.

Within this company, identify and discuss the structured process for selecting the following:

- Productivity indexes/ratios
- Positioning strategies
- Value chain management
- Supplier/Sourcing management
- Inventory management control
- Management control
- Forecasting and aggregate planning

You should also pay attention to the importance of the following success measures as they exist within the company: the budget, cost effectiveness indicators, quality standards, inventory management, clear goals and objectives, and senior management support.

Option # 1: Operations Management Paper

Your well-written paper should meet the following requirements:

- 8-10 pages in length, not including cover and reference pages.
- Formatted according to the *CSU-Global Guide to Writing and APA Requirements*

- Be sure to properly organize your writing and include an introduction, headings / subheadings for the body of your work, analysis and recommendations, conclusion, and list of references. Consult the assignment template for a more complete list of requirements.
- You must include a minimum of six sources to support your submission, four of which must be academic peer-reviewed scholarly sources. Your sources should demonstrate thoughtful consideration of the ideas and concepts that are presented in the course and provide new thoughts and insights relating directly to this topic. The CSU-Global library is a great place to find these resources.

Review the grading rubric to see how you will be graded for this assignment.

Option #2: Operations Management Presentation

Your multimedia-rich presentation must contain logically cohesive flow including audio, video, and graphical content. The length of the presentation, in addition to the title and reference portions, should be 15-20 slides (must include detailed, thorough speaker notes) or 5-7 minutes of narrated presentation (must include a transcript).

- Please present your content clearly, concisely, and cohesively. The presentation may be submitted as a completely self-contained file (e.g., PowerPoint or Prezi) or as a link to a hosted Internet site.
- Be sure to properly organize your slides and include an introduction, headings / subheadings for the body of your work, analysis and recommendations, conclusion, and list of references. Consult the assignment template for a more complete list of requirements.
- You must include a minimum of six sources to support your submission, four of which must be academic peer-reviewed scholarly sources. Your sources should demonstrate thoughtful consideration of the ideas and concepts that are presented in the course and provide new thoughts and insights relating directly to this topic. The CSU-Global library is a great place to find these resources.

Review the grading rubric to see how you will be graded for this assignment.

COURSE POLICIES

Course Grading

20% Discussion Participation
0% Opening Exercises
8% Mastery Exercises
37% Critical Thinking Assignments
35% Portfolio Project & Milestones

Grading Scale	
A	95.0 – 100
A-	90.0 – 94.9
B+	86.7 – 89.9
B	83.3 – 86.6
B-	80.0 – 83.2
C+	75.0 – 79.9
C	70.0 – 74.9
D	60.0 – 69.9
F	59.9 or below

IN-CLASSROOM POLICIES

For information on late work and incomplete grade policies, please refer to our [In-Classroom Student Policies and Guidelines](#) or the Academic Catalog for comprehensive documentation of CSU-Global institutional policies.

Academic Integrity

Students must assume responsibility for maintaining honesty in all work submitted for credit and in any other work designated by the instructor of the course. Academic dishonesty includes cheating, fabrication, facilitating academic dishonesty, plagiarism, reusing /repurposing your own work (see *CSU-Global Guide to Writing and APA Requirements* for percentage of repurposed work that can be used in an assignment), unauthorized possession of academic materials, and unauthorized collaboration. The CSU-Global Library provides information on how students can avoid plagiarism by understanding what it is and how to use the Library and Internet resources.

Citing Sources with APA Style

All students are expected to follow the CSU-Global Guide to Writing & APA when citing in APA (based on the most recent APA style manual) for all assignments. A link to this guide should also be provided within most assignment descriptions in your course.

Disability Services Statement

CSU-Global is committed to providing reasonable accommodations for all persons with disabilities. Any student with a documented disability requesting academic accommodations should contact the Disability Resource Coordinator at 720-279-0650 and/or email ada@CSUGlobal.edu for additional information to coordinate reasonable accommodations for students with documented disabilities.

Netiquette

Respect the diversity of opinions among the instructor and classmates and engage with them in a courteous, respectful, and professional manner. All posts and classroom communication must be conducted in accordance with the student code of conduct. Think before you push the Send button. Did you say just what you meant? How will the person on the other end read the words?

Maintain an environment free of harassment, stalking, threats, abuse, insults, or humiliation toward the instructor and classmates. This includes, but is not limited to, demeaning written or oral comments of an ethnic, religious, age, disability, sexist (or sexual orientation), or racist nature; and the unwanted sexual advances or intimidations by email, or on discussion boards and other postings within or connected to the online classroom. If you have concerns about something that has been said, please let your instructor know.