

BUSINESS: OPERATIONS AND TECHNOLOGY MANAGEMENT, BBA

LEARNING OUTCOMES

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1. Understand how to analyze and evaluate business processes combined with a capability for improving those processes.
2. Understand how the effects of increased utilization and variability impact process capacity and flow times, and will be able to suggest approaches to improve system performance.
3. Build analytical models to solve business problems.
4. Articulate the commonalities and differences between service and manufacturing processes, and be able to manage and make improvements within either context.
5. Analyze and implement operational business decisions from both strategic and tactical perspectives.