



## **Improving Underperforming Machines – Operations Management 301**

**CGTCOPSMGMT301**

### **Course Description**

This course provides participants with the application of operations management concepts and skills through case studies and group-based practicums. Topics covered include the origins and application of statistical process control, process variation, variation types, and the various tools that are utilized in statistical process control methodologies. Additionally, the course explores root cause analyses for underperforming processes machines, as well as behavioral science anomalies that often hinder organizations from effectively solving problems.

**Prerequisite:** Operations Management 201

**Instructor to Student Ratio:** 1:25

**Length:** 32 hours