

Management / Operations Management

For additional program information see the [Zicklin School website](#)

This Zicklin School of Business specialization provides students with the conceptual foundations, analytic tools, and strategic perspectives necessary to manage operations in the service sector. All courses use problems and cases drawn from such industries as retailing, banking, transportation, insurance, and health care to illustrate material that traditionally focuses only on manufacturing. Students learn techniques to improve efficiency, enhance customer satisfaction, and reduce cost. They also learn the strategic implications and unique role of services.

The production of both tangible goods and intangible services requires pragmatic management of a wide spectrum of operations. The courses in this major provide training in the rational, systematic approach to management planning, decision making, and control. Quantitative models and methods are integrated with case studies in courses on management information systems, production planning, capacity planning, inventory control, facility and materials management, quality control, and productivity management.

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Major Courses (15 credits)		
"Flexible core" courses required for Management (Concentration in Operations Management) majors*		
ACC 9125	Fundamentals of Managerial Accounting	1.5 credits
MGT 9704	Service Operations Management II	1.5 credits
Required:		
MGT 9500	Management Science	3 credits
MGT 9710	Quantitative Analysis for Service Management	3 credits
MGT 9720	Service Management Strategies	3 credits
Choose one course from:		
MGT 9560	Management Information Systems	3 credits
MGT 9730	Project Management: Strategic Design and Implementation	3 credits
MGT 9740	Sustainability in Supply Chains and Operations	3 credits
OPR 9730	Simulation Modeling and Analysis	3 credits
<p>*ACC 9125 and MGT 9704 will apply towards the maximum 18 credits students can take in their MBA major. Note: the flexible core course requirements apply to the curriculum for students admitted in fall 2011 or later, or students admitted prior to fall 2011 who have elected to complete the MBA under the new curriculum.</p>		