1

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.
- Articulate the commonalities and differences between service and manufacturing processes, and be able to manage and make improvements within either context.
- Analyze and implement operational business decisions from both strategic and tactical perspectives.