

## **MGT 4800: International Supply Chain Management**

### **3 Credit Hours**

*Prerequisite: MGT 3200, 60 credit hours with a minimum GPA of 2.0, and Admission to the Coles College Undergraduate Professional Program or student in a Coles College Partner Program that includes this course.*

This course examines the key concepts of supply chain management, involving the flows of materials and information among all of the firms that contribute value to a product or service, from the source of raw materials to end customers. The course emphasizes the relationship between a firm and its supply chain partners: primarily the suppliers from whom it purchases its inputs and those who assist in the logistics and distribution of the products. The course has an international emphasis to reflect the trend of increasing partnerships with international suppliers, international transportation providers, and distributors in foreign markets. Supply chain management issues are addressed for both manufacturing and service organizations.

## **MGT 4855: Quality Management and Process Improvement**

### **3 Credit Hours**

*Prerequisite: MGT 3200 and [60 credit hours with a minimum GPA of 2.0, and Admission to the Coles College Undergraduate Professional Program or student in a Coles College Partner Program that includes this course]*

This course is an in-depth study of the key concepts and practices of modern quality philosophies and techniques and process improvement methods. The student identifies opportunities to add value through quality in all phases of business and product life cycles. Students provide evidence of mastering course concepts by answering thought-provoking discussion questions and submitting a group process improvement project.

## **MGT 4880: Service Operations Management**

### **3 Credit Hours**

*Prerequisite: MGT 3200, 60 credit hours with a minimum GPA of 2.0, and Admission to the Coles College Undergraduate Professional Program or student in a Coles College Partner Program that includes this course.*

The course will focus on developing a clear understanding of services from multiple perspectives. Students will define, diagnose, design, measure, control, and change services with the objective of improving quality and productivity. The course will address important service design issues, competitive issues unique to services, and the extensive interaction between marketing and operations in service organizations.