

# CREDIT FOR PRIOR LEARNING EXAMINATION

## MGT 305 – OPERATIONS MANAGEMENT IN BUSINESS

### Course Description

MGT 305 – Operations Management in Business (3 credits)

Concepts of operations in production and service organizations; application of quantitative and qualitative techniques to quality, human resources, forecasting, inventory, and process improvement problems.

### Exam Details

The present outline summarizes the basic terms and concepts covered in the typical MGT 305 Operations Management course at Northern Kentucky University. Before taking the exam, we recommend consulting one reliable OM textbook as *Operations Management – Process and Supply Chain* by Ritzman, Krajewski, and Malhotra; *Operations Management* by William Stevenson; or *Operations Management for Competitive Advantage* by Jacobs and Chase.

You will have 120 minutes to score a 70% or better on multiple-choice questions to earn the CPLE credit. You will be allowed to use a financial calculator as HP12C. Mobiles, tablets, notebooks, and any other kind of electronic device will not be permitted.

### Study Areas

#### Introduction to Operations Management

- History of OM
- Definition
- Features and functions
- Relationships with other functional areas
- Manufacturing vs. Services
- Operations manager role

#### Competitiveness, Strategy, and Productivity

- Competitive dimensions
- Trade-offs
- Order winners and order qualifiers
- Productivity
- Strategies implementation and OM action plan
- Efficiency vs. Effectiveness on operational process;
- Operational performance measures (quality, speed, reliability, costs)

#### Capacity and Localization

- Capacity decisions: definition, measurements, and strategies
- Constraints management and bottlenecks identification
- Location planning and analysis

#### Process and Layout

- Process selection
- Layouts definition

#### Planning, scheduling, and stocking

- Forecasting and Demand Planning
- Aggregate planning and master scheduling
- Inventory management

#### Quality Management, JIT and Lean Operations

- Quality tools, control, and performance
- TQM and problem-solving
- Transitioning to a Lean system
- JIT concepts and implementation



Testing Services  
University Center 101  
(859) 572 - 6373  
[testing@nku.edu](mailto:testing@nku.edu)