### Operations Management

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name/Course Description</th>
<th>Grade Levels</th>
<th>High School Credit Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>14234</td>
<td>Operations Management: Students will gain an understanding of the principles and procedures necessary to manage and operate a business. Topics include: staffing decisions, inventory control, financial decision-making, ethical decision-making and social responsibility. Students will have an opportunity to plan, operate, and manage an event.</td>
<td>10-12</td>
<td>1/2</td>
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**Prerequisite:** Management I & II

<table>
<thead>
<tr>
<th>Topic</th>
<th>Performance Expectations</th>
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</thead>
<tbody>
<tr>
<td><strong>Management Skills</strong></td>
<td></td>
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</tbody>
</table>
- Describe how managers can delegate responsibilities to improve manager efficiencies (9.4a.1.6) (Level 4)  
- Identify available resources inside and outside the school for making professional contacts (e.g., professional organizations, business schools, alumni, and business leaders) (9.4e.1.3)  
- Describe the advantages and disadvantages of networking to achieve professional goals (9.4e.1.5) (Level 4)  
- Evaluate the impact of community, governmental, and professional organizations on business success (9.4e.1.7) (Level 4) |
| **Ethics and Social Responsibility** |  
- Develop a code of ethics for a business venture (6.1c.1.12)  
- Examine a business code of ethics (9.5a.1.5)  
- Identify government regulations that have resulted from unethical behavior (9.5a.1.12) (Level 4)  
- Apply an ethics framework to an ethical issue (9.5a.1.15) (Level 4)  
- Identify ways in which an organization demonstrates social responsibility toward its internal and external stakeholders (9.5b.1.3)  
- Discuss the impacts resulting from an organization being socially responsible toward its internal and external stakeholders (9.5b.1.4) |
| **Human Resource Management** |  
- Identify activities of the human resource unit (9.6a.1.2)  
- Identify how employment law has impacted the workplace (9.6a.1.4) (Level 4)  
- Analyze how human resource activities and policies relate to operational and strategic planning (9.6a.1.8) (Level 4) |
<table>
<thead>
<tr>
<th><strong>Organized Labor</strong></th>
<th><strong>E-Business</strong></th>
<th><strong>Financial Decision Making</strong></th>
</tr>
</thead>
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<td>• Define “right to work state” (9.6g.1.3)</td>
<td>• Describe how emerging technologies have impacted the components of marketing (e.g., product, place, price, and promotion) (6.4b.1.12)</td>
<td>• Develop and analyze pricing objectives (6.3b.1.6)</td>
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<td>• Describe the collective bargaining process (9.7.1.2)</td>
<td>• Evaluate an e-business website (9.8c.1.5)</td>
<td>• Recommend appropriate pricing strategies (6.3b.1.8)</td>
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<tr>
<td>• Explain the role of labor unions in the collective bargaining process (9.7.1.3)</td>
<td>• Describe how e-business relates to organizational strategy (9.8c.1.7)</td>
<td>• Describe the advantages and disadvantages of debt and equity financing (6.5b.1.7)</td>
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<tr>
<td>• Describe legal strategies used by labor and management (e.g., strikes, boycotts, layoffs, and lockouts) (9.7.1.7) (Level 4)</td>
<td>• Analyze the impact of e-business on the American economy (9.8c.1.9)</td>
<td>• Discuss potential sources of funding (e.g., mortgage, short-term loan, long-term loan, angel network, investors, and credit line) (6.5b.1.8)</td>
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<td>• Describe illegal strategies used by labor and management (e.g., wildcat strikes, secondary boycotts, and preventing workers from forming unions) (9.7.1.8) (Level 4)</td>
<td></td>
<td>• Develop plans to manage accounts receivable and accounts payable (6.6b.1.7)</td>
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**Identify legislation affecting the recruitment and selection processes (e.g., affirmative action, Americans with Disabilities Act, and Genetic Information Nondiscrimination Act) (9.6b.1.3)**

**Describe how social media sites are used by organizations during the recruitment and selection process (9.6b.1.4) (Level 4)**

**Explain the purpose of orientation and training in successful employee performance (9.6c.1.1)**

**Discuss why professional development is a shared responsibility between a business and an employee (9.6c.1.2)**

**Identify the benefits of employee development (e.g., workshops, seminars/webinars, conferences, courses, professional associations, and journals) (9.6c.1.7) (Level 4)**

**Explain the purpose of employee evaluations (9.6d.1.1)**

**Explain how employees are evaluated (9.6d.1.2)**

**Analyze the impact of performance appraisals on motivation and job performance (9.6d.1.6) (Level 4)**

**Define and discuss the concept of right sizing (9.6f.1.1)**

**Describe legal reasons for termination of employees (9.6f.1.2)**

**Explain the role of management in labor relations (9.6g.1.1)**

**Define an employment contract (9.6g.1.2)**

**Organized Labor**

**E-Business**

**Financial Decision Making**
- Analyze for decision-making purposes the cash flow of a business (6.6b.1.11)
- Interpret the data shown on financial statements (e.g., income statement, balance sheet, cash flow statement, and statement of net worth) (9.10a.1.3)
- Identify sources of short- and long-term financing (9.10b.1.1)
- Identify risks to business (9.10c.1.1)
- Identify ways to minimize and manage risk (9.10c.1.2) (Level 4)

### Operations Management

- Select appropriate channels of distribution to reach a target market (6.4b.1.11)
- Analyze where the market is in its product life cycle (6.4c.1.9)
- Identify ways businesses track customers (6.4c.1.10)
- Design strategies for maintaining customer loyalty (6.4c.1.11)
- Identify methods and tools to design or redesign products (9.11a.1.1)
- Evaluate a product design process (9.11a.1.2) (Level 4)
- Explain why the design of products must evolve to meet changing needs of customers (9.11a.1.3) (Level 4)
- Identify factors considered in scheduling (9.11b.1.1)
- Describe the benefits of just-in-time inventory systems (9.11b.1.4) (Level 4)
- Explain the benefits of establishing and maintaining close working relationships with suppliers (9.11c.1.1)
- Identify factors considered when selecting suppliers (e.g., quality, price, and reliable delivery) (9.11c.1.2)
- Define inventory control (9.11d.1.1)
- Identify methods of inventory control (9.11d.1.2)
- Identify inventory control concerns (9.11d.1.3)

### Plan and manage a project (event, fundraiser, school store, concessions, community service project, or promotion)

- Identify an innovative opportunity and investigate the steps in establishing a business oriented toward that opportunity (6.1d.1.7)
- Recognize a social problem and use entrepreneurial principles to organize, create, and manage a non-profit venture to achieve social change (6.2a.1.5)
- Calculate the number of product to be sold to make a profit using break-even analysis (6.3b.1.9)
- Plan human resource needs and determine staffing requirements (6.7b.1.11)
- Develop job descriptions for positions in an entrepreneurial venture (6.7b.1.15)
- Conduct market research to determine target market (6.4a.1.7)
- Formulate a customer profile for a business venture (6.4a.1.9)
- Create promotional activities for a given product (6.4b.1.5) (Level 1)
- Determine the appropriate records required for a business venture (6.6a.1.4)
| • Compare actual income and expenses to budgeted amounts for a specific period (6.6b.1.8) |
| • Prepare a business plan (9.1a.1.9) |
| • Identify the appropriate forms of business ownership in the evolution of a business organization (9.3a.1.4) (Level 4) |
| • Design and implement a time management schedule as a result of a time management analysis (9.4a.1.3) |
| • Evaluate and modify a time management plan as appropriate (9.4a.1.4) |
| • Evaluate communication for effectiveness (9.4d.1.7) (Level 4) |
| • Evaluate managerial approaches to social responsibility (9.5b.1.6) (Level 4) |
| • Analyze how human resource activities and policies relate to operational and strategic planning (9.6a.1.8) (Level 4) |
| • Describe the tools that assist in the scheduling process (9.11b.1.2) |
| • Evaluate a system for maintaining inventory control (9.11d.1.4) (Level 4) |