

## **COR1-GB.2314 Operations Management Topic List**

- Process design
- Operating systems, types of operating processes
- Process flow analysis: Performance metrics, identification of bottlenecks, process improvement
- Effect of uncertainty: Waiting lines and capacity management in service operations
- Simulation
- Project management
- Quality as basis for competition: Six-sigma and statistical process control
- Inventory Management: Performance metrics, continuous review models, newsvendor models.
- Supply chain management
- Linear programming