

CONCENTRATION IN OPERATIONS MANAGEMENT

The Operations Management concentration is designed to provide students with knowledge of the current issues in the fields of operations management. Intense competition in the fast-paced global markets has made competencies in this field the focus of attention in both service and manufacturing organizations. The concentration satisfies the need for students with in-depth knowledge of issues in both types of organizations.

This widely-applicable concentration combines teaching of business analytics, process design and analysis methods, and operations management issues. The curriculum recognizes the importance of environmental, ethical, and social issues. The pedagogy entails lecture and discussion, case studies, field studies, and analytical modeling.

The Operations Concentration purposefully builds upon the Carroll School of Management core, particularly complementing the courses in statistics, economics, and operations management, to produce an exceptionally fine package strongly grounded in analysis while being managerial in focus. Our courses emphasize analysis and policy formulation and are explicitly designed to deliver the skills and knowledge required by successful managers in today's competitive environment.

The courses both intersect with and transcend the functional disciplines making Operations Management a good choice as a second major for those who may have already decided upon a primary concentration in Accounting, Finance, Marketing, Information Systems, or Human Resource Management.

Objectives of the Undergraduate Concentration in Operations Management

The objectives of the undergraduate concentration are to develop managers who:

- have a comprehensive understanding of theories and concepts in Operations Management
- are capable of applying these theories and concepts to address management problems
- understand and can use quantitative analysis techniques
- appreciate the role of operations in an organization and the interrelationships among functional areas

Careers in Operations Management

Operations managers manage both processes and people, with a highly integrative career path tying together analytical decision making with strategic perspectives and the needs of employees and other stakeholders. Our graduates have been successful in attaining positions dealing with process management and analysis in major companies such as Accenture, Boston Beer, Deloitte, Ernst & Young, Fidelity, General Electric, Goldman Sachs, IBM, JPMorgan Chase, and UBS. Students with this concentration may pursue careers in consulting, financial services, healthcare services, retail, transportation, technology, government, manufacturing, and not-for-profit organizations. Senior executives would likely have the title of Vice President or Director of Operations. Positions at lower levels of the firm include Operations Analyst/Manager, Supply Chain Analyst/Manager, Process Designer/Owner, Consultant, and Management Trainee, as well as positions on the corporate planning staff.

The demand for managers with these skills is high and will increase as firms continue to recognize that they compete not only with new products, good marketing, and skillful finance, but also with a high degree of competence in managing their operations. **Kennedy Information, an industry monitor, forecasts that consulting in operations management will grow by 5.1% per year between 2010 and 2014, faster than strategy, IT, or personnel.** Salaries for majors in Operations are and will likely remain competitive with all other concentrations in management.

OPERATIONS MANAGEMENT

A Four-Course Concentration:

The following course is required:

MD 375 Operations Strategy & Consulting (*fall*)

also take one of the following:

MD 254 Service Operations Management (*spring*)

MD 255 Managing Projects (*spring*)

also take one of the following:

MD 384 Applied Statistics (*spring*)

MD 604 Management Science (*fall*)

MD 605 Risk Analysis and Simulation (*fall*)

MD 606 Forecasting Techniques (*fall*)

also take one of the following:

MI 205 Tech Trek (*spring*)

MI/CS 258 Systems Analysis and Design (*fall*)

MI 253/MK 252 Electronic Commerce (*fall*)

MD/MI 330 New Business Creation (*fall*)

MD 609 Advanced Topics: Business of Sports
(*fall*)

MD 610 Sports Analytics (*fall*)

or if not taken above:

MD 254 Service Operations Management (*spring*)

MD 255 Managing Projects (*spring*)

MD 384 Applied Statistics (*spring*)

MD 604 Management Science (*fall*)

MD 605 Risk Analysis and Simulation (*fall*)

MD 606 Forecasting Techniques (*fall*)

Students are strongly encouraged to take additional courses from the above.

General Management Concentration

Students choosing operations management as one of their two areas should take:

MD 375 Operations Strategy & Consulting and another course from the above.

Study Abroad

Although there are no particular prerequisites needed in order to qualify for study abroad, the usual course prerequisites still apply. There is no limit to how many courses taken abroad will be allowed for major credit. If the courses are judged equivalent and if the proposed courses constitute a reasonable selection, major or elective credit will be given.

All students wishing to study abroad must first meet with Richard Keeley, Associate Dean, and then Sam Graves, Department Chairman, for course approvals. All course approvals should be sought in person, with all supporting documentation (course description, detailed syllabus, etc.) in hand. All approvals should be obtained *prior* to going abroad.

The Department

The Operations Management Department consists of dedicated teachers and active and productive scholars in two mutually supportive disciplines:

- **Operations Management**
- **Business Analytics**

We welcome your questions and comments and are always pleased to offer counsel and advice in planning your educational program.

BOSTON COLLEGE

CARROLL SCHOOL OF
MANAGEMENT



UNDERGRADUATE
OPERATIONS MANAGEMENT
CONCENTRATION

OPERATIONS MANAGEMENT
DEPARTMENT

FULTON HALL 350
617-552-0460