

Operations Management (2015): Grades 9, 10, 11, 12, Higher Education

Adopted 2015

Business Law: Know and abide by laws and regulations affecting business operations and transactions to ensure compliance. MAOM.01

01. Apply knowledge of business contracts to establish business relationships. MAOM.01.01

- a. Apply knowledge of business contracts to establish business relationships. MAOM.01.01.A

b. Explain the nature of contract terminations. MAOM.01.01.B

- c. Issue a service/goods contract. MAOM.01.01.C

02. Explain laws regulating the vendor/supplier bidding process to facilitate business operations. MAOM.01.02

- c. Discuss regulations that affect the vendor/supplier bidding process. MAOM.01.02.C

Customer Relations: Foster positive, ongoing customer relationships. MAOM.02

01. Maintain positive customer service. MAOM.02.01

- a. Explain the relationship between customer services and sales. MAOM.02.01.A
- b. Process customer orders. MAOM.02.01.B
- c. Process returns. MAOM.02.01.C

Financial Analysis: Establish, maintain, control, and plan the use of financial resources. MAOM.03

01. Utilize cost accounting methods to guide business decision-making. MAOM.03.01

- a. Discuss the relationship between operations management and accounting. MAOM.03.01.A
- b. Describe the nature of cost accounting decision making. MAOM.03.01.B
- c. Explain the nature of job costing. MAOM.03.01.C
- d. Describe the nature of activity-based costing. MAOM.03.01.D
- e. Discuss the implications of quality costs. MAOM.03.01.E
- f. Perform job costing. MAOM.03.01.F
- g. Calculate quality costs (e.g. prevention, appraisal, and failure). MAOM.03.01.G
- h. Conduct cost/benefit analysis on planned acquisitions. MAOM.03.01.H

02. Manage risk to protect a business's well-being. MAOM.03.02

- a. Discuss the nature of credit risk management. [MAOM.03.02.A](#)
- b. Discuss reasons to integrate risk management into business operations. [MAOM.03.02.B](#)
- c. Discuss the nature of enterprise risk management (ERM). [MAOM.03.02.C](#)
- d. Integrate risk management into business operations. [MAOM.03.02.D](#)

03. Implement suitable internal accounting controls to ensure the proper recording of financial transactions. [MAOM.03.03](#)

- a. Explain the purpose of internal accounting controls. [MAOM.03.03.A](#)
- b. Determine the components of internal accounting control procedures for a business. [MAOM.03.03.B](#)
- c. Maintain internal accounting controls. [MAOM.03.03.C](#)

Information Management: Apply inventory tracking technology to facilitate operational controls. [MAOM.04](#)

01. Utilize tools, strategies and systems to develop and maintain operational controls. [MAOM.04.01](#)

- a. Describe the impact of technology on order processing. [MAOM.04.01.A](#)
- b. Explain the nature of Universal Product Code (UPC) barcoding. [MAOM.04.01.B](#)
- c. Explain the nature of radio frequency identification (RFID) tags. [MAOM.04.01.C](#)

02. Understand inventory tracking technology to facilitate operational control. [MAOM.04.02](#)

- a. Describe the impact of technology on order processing. [MAOM.04.02.A](#)
- b. Explain the nature of Universal Product Code (UPC) barcoding. [MAOM.04.02.B](#)
- c. Explain the nature of radio frequency identification (RFID) tags. [MAOM.04.02.C](#)

Monitor, plan, and control day-to-day business activities to maintain and improve operational functions. [MAOM.05](#)

01. Understand purchasing activities to obtain business materials and services. [MAOM.05.01](#)

- a. Describe the role of solicitations used in the purchasing process. [MAOM.05.01.A](#)
- b. Discuss the impact of vendor competition on purchasing. [MAOM.05.01.B](#)
- c. Discuss the importance of utilizing ethical purchasing methods. [MAOM.05.01.C](#)
- d. Explain the impact of the purchasing process on productivity. [MAOM.05.01.D](#)
- e. Discuss the nature of purchasing methods. [MAOM.05.01.E](#)
- f. Describe business objectives/strategies that influence purchasing. [MAOM.05.01.F](#)

02. Explain organizational requirements for properly handling purchase requisitions. [MAOM.05.02](#)

- a. Describe types of purchase orders. [MAOM.05.02.A](#)
- b. Discuss organizational requirements for purchase requisitions. [MAOM.05.02.B](#)
- c. Discuss priority procedures used by businesses for purchases. [MAOM.05.02.C](#)

- d. Explain budgetary procedures for purchase requisitions. MAOM.05.02.D
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03. Implement purchasing policies to ensure cost and quality control. MAOM.05.03

- a. Maintain vendor/supplier relationships. MAOM.05.03.A
 - b. Develop lists of sources (e.g. approved, preferred, partnered, certified, disqualified). MAOM.05.03.B
 - c. Conduct vendor/supplier search. MAOM.05.03.C
 - d. Negotiate terms with vendors. MAOM.05.03.D
 - e. Establish bid specifications. MAOM.05.03.E
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04. Discuss inventory control strategies used to maintain appropriate levels of stock/supplies. MAOM.05.04

- a. Discuss types of inventory. MAOM.05.04.A
 - b. Explain methods of inventory control. MAOM.05.04.B
 - c. Discuss stockless purchasing and inventory systems. MAOM.05.04.C
 - d. Describe the process of supplier-managed inventory. MAOM.05.04.D
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05. Plan the production of products/services. MAOM.05.05

- a. Explain the factors impacting a master production schedule. MAOM.05.05.A
 - b. Create a master production schedule. MAOM.05.05.B
 - c. Evaluate the effectiveness and efficiency of a production schedule. MAOM.05.05.C
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06. Manage quality control processes to maximize operational effectiveness and expedite workflow. MAOM.05.06

- a. Explain the nature of quality management. MAOM.05.06.A
 - b. Determine reliability factors impacting the quality of a product/service. MAOM.05.06.B
 - c. Test product/services for quality. MAOM.05.06.C
 - d. Discuss the need for continuous improvement of the quality process. MAOM.05.06.D
 - e. Develop continuous-improvement strategies. MAOM.05.06.E
 - f. Develop a plan/program for quality achievement. MAOM.05.06.F
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07. Conduct supply chain management activities. MAOM.05.07

- a. Explain the nature of order cycle time. MAOM.05.07.A
- b. Explain types of supply chain activities. MAOM.05.07.B
- c. Describe the nature of inter-organizational supply chains. MAOM.05.07.C
- d. Discuss organizational dependence on effective supply chains. MAOM.05.07.D
- e. Discuss the nature of supply chain management. MAOM.05.07.E

- f. Describe the relationship between supply chain management and logistics. [MAOM.05.07.F](#)
 - g. Describe types of supply-chain management decisions (e.g., location, production, inventory, transportation). [MAOM.05.07.G](#)
 - h. Implement supply chain management strategies. [MAOM.05.07.H](#)
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08. Evaluate knowledge management strategies. [MAOM.05.08](#)

- a. Explain the role of organizational culture in knowledge management implementation. [MAOM.05.08.A](#)
 - b. Assess knowledge-management strategies. [MAOM.05.08.B](#)
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09. Use innovation to gain competitive advantage in the marketplace. [MAOM.05.09](#)

- a. Discuss the nature of product-development management [MAOM.05.09.A](#)
 - b. Explain ways to align product-development plans with business strategy. [MAOM.05.09.B](#)
 - c. Describe methods for recognizing opportunities for innovation. [MAOM.05.09.C](#)
 - d. Implement product-development management strategies. [MAOM.05.09.D](#)
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10. Manage the work capacity of an organization to meet predicted demands. [MAOM.05.10](#)

- a. Discuss the nature of capacity planning. [MAOM.05.10.A](#)
- b. Describe factors impacting demand. [MAOM.05.10.B](#)
- c. Explain types of capacity planning (e.g., lead strategy, lag strategy, match strategy). [MAOM.05.10.C](#)
- d. Plan work capacity. [MAOM.05.10.D](#)