Oregon CTE

Business Management and Administration: Operations Management Focus Area Knowledge and Skill Statements with Suggested Performance Indicators

Describe and follow laws and regulations affecting business operations and transactions FA-BMA-OM01	**A**	**Describe how to apply knowledge of business contracts to establish business relationships, including contract creation/preparation, suspension, and termination** FA-BMA-OM01.A
	B	**Explain laws and regulations that affect the vendor/supplier bidding process to facilitate business operations** FA-BMA-OM01.B
	C	**Develop and evaluate bid specifications for an identified project based on laws regulating the process** FA-BMA-OM01.C
Describe strategies to develop and maintain positive customer relationships FA-BMA-OM02	**A**	**Explain the relationship between customer services and sales** FA-BMA-OM02.A
	B	**Utilize customer relationship management skills to conduct customer-facing processes effectively and efficiently (e.g., processing customer orders and returns)** FA-BMA-OM02.B
	C	**Develop and implement a customer satisfaction and idea survey, evaluate survey data, and implement changes based on customer feedback** FA-BMA-OM02.C
	D	**Maintain customer database for personal contacts** FA-BMA-OM02.D
Demonstrate knowledge of how to use inventory tracking systems to facilitate operational controls FA-BMA-OM03	**A**	**Demonstrate the ability to utilize tools, strategies, and systems to develop and maintain operational controls** FA-BMA-OM03.A
	B	**Identify appropriate tools, strategies, and systems for operational controls that are appropriate for the business/industry** FA-BMA-OM03.B
	C	**Describe the benefits of "just-in-time" inventory systems** FA-BMA-OM03.C

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	D Describe how information obtained from operational control systems can be used to determine the success/failure of a business/industry FA-BMA-OM03.D
	E Explain inventory tracking technology to facilitate operational control FA-BMA-OM03.E
	F Describe the impact of technology on order processing (e.g., universal product code (UPC) barcoding, radio frequency identification (RFID) tags) FA-BMA-OM03.F
Demonstrate knowledge of how to plan, monitor and manage day-to-day business activities to maintain and improve operational functions FA-BMA-OM04	**A** Describe purchasing activities used to obtain business materials and services FA-BMA-OM04.A
	B Describe tools that assist in the scheduling process FA-BMA-OM04.B
	C Explain the benefits of establishing and maintaining close working relationships with suppliers FA-BMA-OM04.C
	D Identify key factors when selecting suppliers (e.g., quality, price, reliable delivery) FA-BMA-OM04.D
	E Discuss inventory control strategies used to maintain appropriate levels of stock/supplies FA-BMA-OM04.E
	F Explain the nature of quality management and the need for continuous improvement of the quality process FA-BMA-OM04.F
	G Explain what a supply chain is within industry and describe types of supply chain management decisions (e.g., location, production, inventory, transportation) FA-BMA-OM04.G