OPERATIONS MANAGEMENT CERTIFICATE

Program Description

This certificate program provides you with the tools to analyze and improve the operational performance of any organization. Courses focus on key concepts in four essential areas of operations management: process analysis, service operations, quality management, and inventory management. You will begin by implementing process analysis tools to create a flow diagram and explore performance measures that can be used to measure the effectiveness of current processes within an organization. Next, you'll have the opportunity to practice using statistical analysis to evaluate the efficiency of service operations in a variety of contexts, including in person and virtual. You will also be introduced to process control as a tool for evaluating and improving the quality control of systems and processes. Finally, you will look at different methods for tracking inventory and implementing strategies to improve business performance. Upon completing this program, you will possess the tools and skills to successfully manage and optimize operations in your industry.

Key Takeaways

- Identify and quantify the effects of a bottleneck in a fixed process or system
- Analyze a service process with variable levels of demand and recommend improvements to reduce processing and wait times
- Use process control methods to measure the quality of a process and recommend strategies for improvement
- Use the appropriate models and approaches to match levels of inventory with demand

What You'll Earn

- Operations Management Certificate from Cornell College of Human Ecology
- 40 Professional Development Hours (4 CEUs)

Who Should Enroll

- Managers and executives
- Manufacturers
- Business analysts
- MBA students

Total Investment

- 2 months to complete all the courses

How to Enroll

For more information on how to enroll, please visit Operations Management Certificate (https://ecornell.cornell.edu/certificates/financial-management/operations-management/).

Courses

Code	Title	Hours
ECORNELL SLN576		Non-credit.
ECORNELL SLN57		Non-credit.
ECORNELL SLN578		Non-credit.
ECORNELL SLN57		Non-credit.