

# 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
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**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
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**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
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**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

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- 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
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- 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
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**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
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- 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
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**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

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**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