

ND BUSINESS EDUCATION FRAMEWORKS

Operations Management

Course Code	Course Name/Course Description	Grade Levels	High School Credit Options
14234	<p>Operations Management: Students will gain an understanding of the principles and procedures necessary to manage and operate a business. Topics include: staffing decisions, inventory control, financial decision-making, ethical decision-making and social responsibility. Students will have an opportunity to plan, operate, and manage an event.</p> <p>Prerequisite: Management I & II</p>	10-12	1/2
Topic	Performance Expectations		
Management Skills	<ul style="list-style-type: none"> • Describe how managers can delegate responsibilities to improve manager efficiencies (9.4a.1.6) (Level 4) • Identify available resources inside and outside the school for making professional contacts (e.g., professional organizations, business schools, alumni, and business leaders) (9.4e.1.3) • Describe the advantages and disadvantages of networking to achieve professional goals (9.4e.1.5) (Level 4) • Evaluate the impact of community, governmental, and professional organizations on business success (9.4e.1.7) (Level 4) 		
Ethics and Social Responsibility	<ul style="list-style-type: none"> • Develop a code of ethics for a business venture (6.1c.1.12) • Examine a business code of ethics (9.5a.1.5) • Identify government regulations that have resulted from unethical behavior (9.5a.1.12) (Level 4) • Apply an ethics framework to an ethical issue (9.5a.1.15) (Level 4) • Identify ways in which an organization demonstrates social responsibility toward its internal and external stakeholders (9.5b.1.3) • Discuss the impacts resulting from an organization being socially responsible toward its internal and external stakeholders (9.5b.1.4) 		
Human Resource Management	<ul style="list-style-type: none"> • Identify activities of the human resource unit (9.6a.1.2) • Identify how employment law has impacted the workplace (9.6a.1.4) (Level 4) • Analyze how human resource activities and policies relate to operational and strategic planning (9.6a.1.8) (Level 4) 		

	<ul style="list-style-type: none"> • Identify legislation affecting the recruitment and selection processes (e.g., affirmative action, Americans with Disabilities Act, and Genetic Information Nondiscrimination Act) (9.6b.1.3) • Describe how social media sites are used by organizations during the recruitment and selection process (9.6b.1.4) (Level 4) • Explain the purpose of orientation and training in successful employee performance (9.6c.1.1) • Discuss why professional development is a shared responsibility between a business and an employee (9.6c.1.2) • Identify the benefits of employee development (e.g., workshops, seminars/webinars, conferences, courses, professional associations, and journals) (9.6c.1.7) (Level 4) • Explain the purpose of employee evaluations (9.6d.1.1) • Explain how employees are evaluated (9.6d.1.2) • Analyze the impact of performance appraisals on motivation and job performance (9.6d.1.6) (Level 4) • Define and discuss the concept of right sizing (9.6f.1.1) • Describe legal reasons for termination of employees (9.6f.1.2) • Explain the role of management in labor relations (9.6g.1.1) • Describe an employment contract (9.6g.1.2)
Organized Labor	<ul style="list-style-type: none"> • Define “right to work state” (9.6g.1.3) • Describe the collective bargaining process (9.7.1.2) • Explain the role of labor unions in the collective bargaining process (9.7.1.3) • Describe legal strategies used by labor and management (e.g., strikes, boycotts, layoffs, and lockouts) (9.7.1.7) (Level 4) • Describe illegal strategies used by labor and management (e.g., wildcat strikes, secondary boycotts, and preventing workers from forming unions) (9.7.1.8) (Level 4)
E-Business	<ul style="list-style-type: none"> • Describe how emerging technologies have impacted the components of marketing (e.g., product, place, price, and promotion) (6.4b.1.12) • Evaluate an e-business website (9.8c.1.5) • Describe how e-business relates to organizational strategy (9.8c.1.7) • Analyze the impact of e-business on the American economy (9.8c.1.9)
Financial Decision Making	<ul style="list-style-type: none"> • Develop and analyze pricing objectives (6.3b.1.6) • Recommend appropriate pricing strategies (6.3b.1.8) • Describe the advantages and disadvantages of debt and equity financing (6.5b.1.7) • Discuss potential sources of funding (e.g., mortgage, short-term loan, long-term loan, angel network, investors, and credit line) (6.5b.1.8) • Develop plans to manage accounts receivable and accounts payable (6.6b.1.7)

	<ul style="list-style-type: none"> Analyze for decision-making purposes the cash flow of a business (6.6b.1.11) Interpret the data shown on financial statements (e.g., income statement, balance sheet, cash flow statement, and statement of net worth) (9.10a.1.3) Identify sources of short- and long-term financing (9.10b.1.1) Identify risks to business (9.10c.1.1) Identify ways to minimize and manage risk (9.10c.1.2) (Level 4)
<p>Operations Management</p>	<ul style="list-style-type: none"> Select appropriate channels of distribution to reach a target market (6.4b.1.11) Analyze where the market is in its product life cycle (6.4c.1.9) Identify ways businesses track customers (6.4c.1.10) Design strategies for maintaining customer loyalty (6.4c.1.11) Identify methods and tools to design or redesign products (9.11a.1.1) Evaluate a product design process (9.11a.1.2) (Level 4) Explain why the design of products must evolve to meet changing needs of customers (9.11a.1.3) (Level 4) Identify factors considered in scheduling (9.11b.1.1) Describe the benefits of just-in-time inventory systems (9.11b.1.4) (Level 4) Explain the benefits of establishing and maintaining close working relationships with suppliers (9.11c.1.1) Identify factors considered when selecting suppliers (e.g., quality, price, and reliable delivery) (9.11c.1.2) Define inventory control (9.11d.1.1) Identify methods of inventory control (9.11d.1.2) Identify inventory control concerns (9.11d.1.3)
<p>Plan and manage a project (event, fundraiser, school store, concessions, community service project, or promotion)</p>	<ul style="list-style-type: none"> Identify an innovative opportunity and investigate the steps in establishing a business oriented toward that opportunity (6.1d.1.7) Recognize a social problem and use entrepreneurial principles to organize, create, and manage a non-profit venture to achieve social change (6.2a.1.5) Calculate the number of product to be sold to make a profit using break-even analysis (6.3b.1.9) Plan human resource needs and determine staffing requirements (6.7b.1.11) Develop job descriptions for positions in an entrepreneurial venture (6.7b.1.15) Conduct market research to determine target market (6.4a.1.7) Formulate a customer profile for a business venture (6.4a.1.9) Create promotional activities for a given product (6.4b.1.5) (Level 1) Determine the appropriate records required for a business venture (6.6a.1.4)

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| | <ul style="list-style-type: none">• Compare actual income and expenses to budgeted amounts for a specific period (6.6b.1.8)• Prepare a business plan (9.1a.1.9)• Identify the appropriate forms of business ownership in the evolution of a business organization (9.3a.1.4) (Level 4)• Design and implement a time management schedule as a result of a time management analysis (9.4a.1.3)• Evaluate and modify a time management plan as appropriate (9.4a.1.4)• Evaluate communication for effectiveness (9.4d.1.7) (Level 4)• Evaluate managerial approaches to social responsibility (9.5b.1.6) (Level 4)• Analyze how human resource activities and policies relate to operational and strategic planning (9.6a.1.8) (Level 4)• Describe the tools that assist in the scheduling process (9.11b.1.2)• Evaluate a system for maintaining inventory control (9.11d.1.4) (Level 4) |
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