

## OPERATIONS AND SUPPLY CHAIN MANAGEMENT

### Operations and Supply Chain Management

Global operations managers oversee how resources of an organization can be best deployed to get the most out of them. Similar to making a sports team out of players or forming a band out of musicians, a global operations manager designs "winning" plans that put an organization's resources to their best use in support of overall organization strategies. Specifically, they manage key functions, such as system design, supply chain and operational implementation, quality assurance, customer fulfillment, facility locations and inventory control/procurement etc. Their aim is to strive for better effectiveness and efficiency of an organization. These managers are highly visible and play critical roles in all organizations. Experiences in global operations management are often critical for careers towards COOs and CEOs at top global companies.

“ *The OCSM program has offered me tremendous opportunities, both in learning industry-applicable skills and networking. My participation in GOM program has given me a fantastic broad-based education and prepared me to excel in a cross disciplinary role, vital to success in today's businesses. I leverage these skills to assemble teams, win business, prototyping/design competitions; I will bring this experience as key assets to future employers.*

— Joshua Beisiegel, OSCM student,  
President of GOMA

### What OSCM Students will learn

The School of Global Innovation & Leadership offers a Bachelors Degree in Business with a Concentration in Operations and Supply Chain Management. OSCM students get an opportunity to enroll in courses that cover both theoretical frameworks and real-world practice in operating environments. Students gain an appreciation of the competition-, customer-employee-, sustainability-, and ethics- related dilemmas operations managers face when making operations decisions: buying cheap materials, outsourcing to another country, downsizing production workforce.

## OPERATIONS AND SUPPLY CHAIN MANAGEMENT CONCENTRATION REQUIREMENT

### Core Classes

- Total Quality Management
- Supply Chain Management
- Fundamentals of Project Management

### Elective Classes

- Procurement and Supply Management
- Business Process Management
- Global Operations Analytics
- Global Operations Strategy
- Service Operations Management
- Transportation & Supply Chain Logistics
- Healthcare Operations Management
- Sustainable Operations Management

## Careers in Operations and Supply Chain Management

Operations managers are needed in all industries. In software and hardware industries, these companies include Apple, Google, Amazon, Microsoft, Intel and Uber etc. Healthcare and pharmaceutical companies are another major field for the operations and supply chain management majors, such as Genentech, Illumina, Kaiser, and Palo Alto Medical etc. Consumer goods companies like Nike,

Burberry, Tiffany & Co and more need operations manager to achieve higher efficiency and customer satisfaction. Retail and consulting businesses also recruit many operations managers as retail managers or expert consultants. Starting salaries vary from \$50k - \$100k+ depending on industry and geographic locations.

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*Within the Consumer Packaged Goods world, there are over 100,000 retail stores in the US. The largest retailer, Walmart, with over \$482 billion in sales this year alone. Coordinating how much inventory each store needs to optimize sales requires sound sourcing strategy, key alliances with suppliers, strong IT and logistics skills. SJSU's OSCM program offers graduates trained for this important field, equipped with modern skills needed to ensure that right quantity of goods are distributed to consumers when they want them.*

— Dave Cameron,  
Vice President, The Nielsen Company

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## STUDENT ORGANIZATION

### Operations and Supply Chain Management Association

The purpose of our Operations and Supply Chain Management Association is to bring students closer to the operations industry by giving them tools to succeed in the field. As a relatively new organization, we want our members to actively shape our club to what they want to see in a student org. Our mission is to create leaders who will help innovate the global landscape in the operations industry. We want to connect our members to supply chain contacts that may lead to career opportunities.

Facebook: [www.facebook.com/gomasjsu](http://www.facebook.com/gomasjsu)

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