

**Course Title: TRK 130, Production and Operations Management**

**Course Instructor(s): Michael Stevenson**

**Programs: Commercial Vehicle Transportation**

**Expected Learning Outcomes**

**Student will be able to define operations management  
Understand the distinction between goods and services  
Compute multifactor productivity  
Complete critical path analysis**

**Assessment** (How do students demonstrate achievement of these outcomes?)

**Students will complete case studies and analyze results  
Participate in discussion board based on research  
Final Exam based on textbook methodology**

**Validation** (What methods are used to validate your assessment?)

**Exams are based on recommendation of the textbook publishing company  
Case study analysis provides full grasp of supply chain mechanics.**

**Results** (What do the data show?)

**Enrollment in the CVT/AAS Program is increasing based on industry need.  
This course is approved by the CVT Advisory Committee.  
Students are utilizing continuous improvement model techniques into daily operational experiences.**

**Follow-up**, (How have you used the data to improve student learning?)

**Facilitate incorporating continuous improvement models and techniques into each student's practical experience and objectives.**

**Budget Justification**

(What resources are necessary to improve student learning?)

On line teaching resources (blackboard, moodle)

**Some means of recording lecture based material to post on web page.**