

SPRINGFIELD TECHNICAL COMMUNITY COLLEGE  
**ACADEMIC AFFAIRS**

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Course Number: MGT-265      Class/Lect. Hours: 3      Lab Hours:             Credits: 3      Dept.: Business Administration

Course Title: Managing Lean and Agile Operations      Semester: Fall      Year: 2016

**Course Description, Prerequisite, Corequisite:**

This course starts from the discussion of the evolution of production systems up to today’s state of the art lean operations. Lean and agile operations refer to modern advances in production technology and methodologies that have led to reduced costs, quicker response time and improved customer service.

Course Objectives	Competencies
<p>1. Learn the key terms, concepts and vocabulary related to lean and agile operations such as optimize the value stream, pull production, single piece flow, modeling, Kaizen, Kanban, Pareto Principle and system thinking.</p> <p>2. Gain the ability to analyze situations and utilize tools and techniques (process mapping, 5 whys, reverse engineering and cause and effect diagrams) to problem solve, simplify, streamline, and control processes and systems.</p> <p>3. Gain the skills managers need to build teams and lead change. Skills such as selecting team leaders, building trust, establishing operating rules, creating a sense of urgency, and dealing with resistors will be discussed. In addition, the skills needed to plan, communicate, coach, facilitate, make decisions, and motivate people will be reinforced.</p>	<p>1. Use the appropriate terms when describing and discussing lean and agile initiatives and methodologies.</p> <p>2. Use flow charts to understand and measure current processes. Use problem solving and brainstorming techniques to simplify , streamline and create more efficient processes.</p> <p>3. Use appropriate leadership styles, communication skills, power and influence tactics to plan and implement change initiatives.</p>

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