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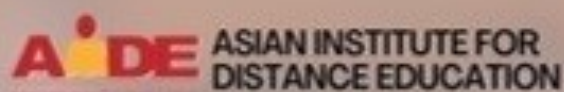
INFOBOARD

The official electronic publication of the Asian Institute for Distance Education

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- **ACADEMIC AFFAIRS**
*- List of Courses and Description of Courses
under the program BSBA Major in
Operations Management, Part 4*

What are the BSBA courses that AIDE offers?



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- ✉ aide_foun@yahoo.com
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AIDE now offers BSBA Major in Operations Management: List of Courses and Descriptions



*The “distance”
between learner
and teacher has
never been closer
than it is now.*

—Colorado State University

This article is a continuation of the article about the list of subjects that forms part of the Professional Courses under the BSBA—OM program. The description of the other courses were already published in the previous issues of the AIDE INFOBOARD.

3. SPECIAL TOPICS IN OPERATIONS MANAGEMENT

The service sector represents the fastest growing segment of most industrial economies. Elements common to most service operations make their management somewhat complex.

In particular, services are not storable or transportable, and often capacity usage can be highly variable. Frequently, service delivery involves distributed operations with a significant amount of customer contact.

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AIDE now offers BSBA-OM from page 3

All of these factors make the management of service operations end up looking quite a bit different than that for manufacturing. Therefore, the understanding and effective management of service operations requires specialized analytical frameworks and tools. This course focus on simple models that should help students achieve a better understanding of the difficulty of managing and the underlying economics of the service operations being considered.

COURSE OBJECTIVES:

At the end of the semester, the students should be able to:

- ⇒ Acquire an understanding of the challenges of managing a services company
- ⇒ Equip students with the use of simple models for analyzing operations of a services company
- ⇒ Apply tools and techniques in a services operation setting.
- ⇒ Understand the importance of service industry sector in the Philippines.

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