



ESB121 Introduction to Operational Management

The purpose of this course is to discuss the issues surrounding the everyday management of an electronic systems contracting business. Participants will be introduced to operational management topics such as organizational structure, management styles, and business processes that ensure efficient and effective business operations.

At the conclusion of this course, participants should be able to:

- Describe the purpose of an organizational chart
- List and describe business processes used in a successful electronic systems contracting business
- Describe different management styles
- List the resources that must be managed in an electronic systems contracting office
- List the criteria used to determine project costs