

# Business: Management (BMGT)

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**BMGT 192. Independent Study. 1-12 Credits.****BMGT 245. Customer Service Management. 3 Credits.**

The course is designed to be a first exposure to the ideas of identifying and fulfilling customer needs. It leads the students through steps on getting to know the customer, developing a customer report card, examining customer satisfaction through customer eyes versus company eyes, and building a customer satisfaction measuring system. Formerly TSS 222.

**BMGT 292. Independent Study. 3 Credits.****BMGT 322. Operations Management. 3 Credits.**

Management processes applied to design and operation of a production or service system. This course includes various methods of forecasting sales, linear programming, inventory and material management, physical facilities design, critical path and PERT scheduling, and quality control. Prerequisite: BGEN 253. Formerly BUS 380.

**BMGT 329. Human Resource Management. 3 Credits.**

An analysis and description of present day personnel practices; stresses labor supply sources, equal employment opportunity, employee selection processes, management and employee training, collective bargaining, grievances, job description and job evaluation analysis, and judging effectiveness of the labor force in the public and private sector. Prerequisite: BMGT 335 Formerly BUS 332.

**BMGT 335. Management & Organization. 3 Credits.**

A study of the basic management and organizational principles within business entities. Direct application of management theory is examined with consideration of the functional aspects of decision making, planning, application of ethics, implementation of change and corporate culture. Course will examine and evaluate organizational change with particular interest in individuals, groups and team processes as applied in the domestic business operations and international business. Formerly BUS 300.

**BMGT 392. Independent Study. 1-12 Credits.****BMGT 422. Project Management. 3 Credits.**

This course will teach students the essential skills they need to make effective contributions to projects in which they are involved. Thinking critically about project management principles and applying them within the context of the real world is stressed. Project management software programs will be evaluated and utilized by students.

**BMGT 448. Entrepreneurship. 3 Credits.**

An introduction to the subjects of background research, financial analysis and business plan development necessary for the start of a new business or venture. Analysis of entrepreneurial skills, the formation of the venture management teams, and dealing with venture capital sources are also covered in the course. Prerequisite: Senior standing or permission of instructor. Formerly SBM 416.

**BMGT 461. Small Business Management. 3 Credits.**

Practical analysis of principles of small business management and owner-operated business are covered including management methods, location decision making, financial support for startups, marketing management, common administration and control problems, and analysis trends, professional practices, and family applications. Prerequisites: BMGT 335 and BMKT 325 Formerly SBM 402.

**BMGT 492. Independent Study. 1-12 Credits.****BMGT 494. Seminar/Workshop. 3 Credits.**

The Business Program's capstone course is the culmination of the courses building up to the bachelor's degree. In the course, students will demonstrate their knowledge of the program learning outcomes through testing, evidence, and case analysis. Prerequisite: Senior standing. Formerly BUS 450.

**BMGT 498. Cooperative Education. 1-12 Credits.**