

# OPERATIONS

Deliver with excellence and efficiency.

Operations Management addresses the coordination of resources and the delivery of value-added products and services to global customers. UNC Kenan-Flagler builds leaders in the discipline by focusing on the latest developments in operations, including technology-driven innovation, digital and data-driven operations, e-commerce, smart operations with IoT and blockchains, AI/machine learning.

## EDUCATIONAL RESOURCES

### World-class Faculty

Our curriculum is taught by industry leaders with extensive practical experience working and consulting with the world's top firms in retail, healthcare, travel, technology, and energy, as well as public-sector and nonprofit organizations. In addition, our faculty advise industry-leading firms on operations, supply chain management, quality control, and sustainability.

“A competitive advantage in operations management can lead to superior financial performance for firms over the long term. Our students are exposed to best-of-class operating principles in a wide variety of industries and special emphasis is placed on quantitative techniques that help managers make better decisions. These skills are relevant to students who wish to pursue careers in operations as well as those seeking expertise to support careers in consulting, entrepreneurship, digital commerce, sustainable enterprise, marketing, or finance.”

Vinayak Deshpande  
Professor and Area Chair of Operations  
Concentration Leader for Operations Management

### Operations and General Management Club

This club provides resources, education, and interactive experiences that help students prepare for successful careers in operations general management. The club sponsors numerous events, including alumni panels, skill building workshops, mock interviews and visits to manufacturing firms, that help students build their professional networks and learn more about the ever-changing industry.



## EXPERIENTIAL LEARNING

### National Case Competitions

UNC MBA students apply their knowledge and network with peers and professionals at competitions focused on operations, including the Global Operations Conference Case Competition, the Operations Simulation Competition, and the International Operations Case Challenge.

### Consulting Projects in Operations

Students develop consulting skills for their careers in operations through numerous UNC Kenan-Flagler programs, including STAR (Student Teams Achieving Results). Working with a faculty advisor and an executive client, students develop and present comprehensive recommendations and strategies to domestic and global organizations.



### A ROLE IN DEMAND

The U.S. Bureau of Labor Statistics reports that the position of Operations Manager will experience rapid growth and new job creation across most industries through 2024.

## SELECT COURSES OFFERED

- » Business Modeling: Prescriptive Analytics
- » Data Analytics
- » Design and Delivery of Healthcare Systems
- » Digital Operations
- » Global Supply Chain Management
- » Project Management
- » Retail Operations
- » Service Operations and Revenue Management
- » Sustainable Operations
- » Thinking and Communication with Data
- » Value Chain Innovation: Technology, Data, and Analytics



## PROFESSIONAL AND CAREER DEVELOPMENT

UNC Kenan-Flagler offers numerous resources for students pursuing careers in operations management, including personalized career coaching and opportunities to network with numerous organizations in consumer packaged goods, technology, consulting, healthcare, and manufacturing industries.

### Career Preparation and Industry Speakers

The Operations and General Management Club provides intimate networking sessions and panel discussions on campus with executives from operations-focused companies, which provide students with perspective on the work and life of operations from various sectors. Past events have included executives from Amazon, PepsiCo, Emerson Electric, Meritor, and the Raleigh-Durham Airport Authority.

### Career Treks

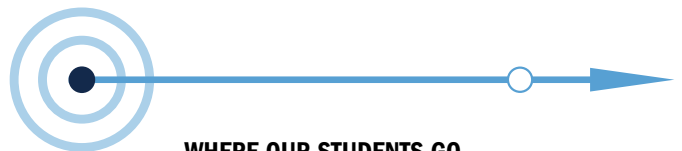
An important networking opportunity, career treks allow students to visit top employers to learn about business and industry challenges. Treks visit companies known for their operations excellence, including Amazon and PepsiCo.

### Six Sigma Training

The Operations and General Management Club organizes an annual Six Sigma weekend training. Students have the opportunity to earn a highly valuable certification to expand their skill set as well as make them more marketable to future employers.

## SKILLS AND COMPETENCIES

Change Management	Production Management
Data Analysis	Quality Management
Drive for Results and Execution	Regulatory Requirements and Compliance
Integrated Supply Chain Inventory Management	Resource Management and Mobilization
Managing Customer Service	Risk Management
Performance Metrics and Management	Strategic Planning and Deployment
Process Improvement and Learn Techniques	Supply Chain Architecture



## WHERE OUR STUDENTS GO

UNC Kenan-Flagler MBA graduates have been successful in gaining employment in operations management across almost all industries, including technology, healthcare, manufacturing, energy, consulting, and transportation.

## CAREER PATHS

- |                         |                           |
|-------------------------|---------------------------|
| » Data Analytics        | » Procurement             |
| » Logistics             | » Project Management      |
| » Management Consulting | » Service Operations      |
| » Process Improvement   | » Supply Chain Management |

## KEY EMPLOYERS

- |                       |                     |
|-----------------------|---------------------|
| » Amazon              | » Emerson Electric  |
| » Bank of America     | » Google            |
| » BASF                | » Johnson & Johnson |
| » BMS                 | » PepsiCo           |
| » Deloitte Consulting | » Tesla Motors      |
| » Delta               | » United Airlines   |
| » Driven Brands       | » Wayfair           |

## COMPENSATION\*

BASE SALARY	SIGNING BONUS	TOTAL
\$125,687	+ \$29,751	= \$155,438

\*Mean compensation in 2021 for UNC Kenan-Flagler Full-Time MBA graduates