

## ADMISSION REQUIREMENTS

1. Completed Application for Graduate Admission in Master of Science in Management: Operational Excellence program.
2. Possess an earned bachelor's degree from an accredited institution. Official transcripts\* must be submitted from each institution attended.
3. Have a minimum overall grade point average of 3.0 on a 4-point scale. For a GPA lower than 3.0, applicants will be required to sit for the Graduate Management Aptitude Test (GMAT).
4. Submit three recommendations – at least one recommendation from a professional work supervisor, at least one recommendation from a college professor and one recommendation that may be either academic or professional. All references should clearly state the relationship between the individual and the applicant.
5. Personal statement explaining your desire to obtain a graduate degree in Management and/or Operational Excellence.
6. Submission of curriculum vitae or resume (showing evidence of at least three years applicable work experience).

7. For international applicants, a TOEFL-ibt score of 90-91, 232 on the CBT, or 6.5 on IELTS or higher is required. Some exceptions may be made for those international students from English-speaking countries who have completed undergraduate degrees in the United States.

All admission decisions are at the sole discretion of the graduate director of the program.

\* Any official documents not issued in English must be accompanied by a certified English translation.

*Please note: This is a Master of Science degree in Management with a focus on Operational Excellence. As such, the candidate must meet certain core competencies in general business areas over and above the MS/MOE's graduate curriculum to be awarded the Master of Science in Management: Operational Excellence degree. Those students with undergraduate degrees in business from accredited institutions will meet these competencies; those possessing undergraduate degrees in other areas of concentration may be required to pass an exam testing for these competencies or take additional undergraduate-level business courses.*

## PROGRAM DIRECTOR



Michael J. Urlick is an assistant professor of management and operational excellence and the graduate director of the Master of Science in Management program at the Alex G. McKenna School of Business, Economics and Government. He publishes and reviews for journals, books and conferences on identity in organizations, generations in the workforce, leadership, business ethics and conflict. He received a Ph.D. in management (organizational behavior focus) from the University of Cincinnati; an M.B.A. in human resource management and M.S. in leadership and business ethics from Duquesne University; and a B.S. in accounting from Saint Vincent College.

## CONTACT US!

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## MASTER OF SCIENCE IN MANAGEMENT: OPERATIONAL EXCELLENCE

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### CURRICULUM

Faculty in the Master of Science in Management: Operational Excellence program define "management" as focusing on three interrelated areas:

**PEOPLE.** People are the most important part of your organization and managers must not lose sight of this fact. Building a culture of trust and collaboration will help to create a dedicated, motivated and inspired workforce, allowing managers to see truly excellent results from employees. Faculty in the MSMOE program are recognized experts in the areas of managing people and leverage their experience in courses related to leadership, ethics, organizational culture and human resources.

**ORGANIZATIONS.** Managers must think strategically and implement a vision for how their organization, whether a two-person team or large corporation, will achieve success within their environment. The MSMOE program develops skills related to managing organizations through courses related to strategy, supply chain and research issues.

**PROCESS.** Managers need to know how to develop standardized operations so that customers will receive the quality that they demand in their products and services. In addition to understanding organizational goals, managers need to know how to measure the key controls crucial to achieving high productivity, output and efficiency. The MSMOE program offers students the knowledge to implement tools to help measure these areas through courses and hands-on seminars related to operations, information systems, quantitative analysis and financial management.



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### WHY CHOOSE SVC'S MASTER OF SCIENCE IN MANAGEMENT: OPERATIONAL EXCELLENCE?

You will:

- Broaden your knowledge of core management and operational excellence theories and apply them to a variety of situations.
- Discover the critical role that culture plays in the management of organizations.
- Learn to document processes, identify problems, understand key metrics and develop effective countermeasures to improve organizational performance.
- Formulate the strategic direction of your organization to compete in a dynamic environment.
- Influence employee performance by leveraging proper motivation, commitment and human resource practices.
- Prepare for leadership roles by examining best practices in management.
- Understand the three most important considerations of management: people, organizations and processes.
- Demonstrate superior skills in oral and written communications, critical thinking and creative problem-solving appropriate to top management.



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### FACULTY EXPERTISE

Faculty in the Master of Science in Management: Operational Excellence program include leaders in their respective areas who have experience as managers, executives, researchers, business owners and consultants. Course topics include:

- Organizational Behavior and Human Resource Management
- Operations Management
- Strategic Management of Complex Organizations
- Organizational Culture
- Leadership and Ethics
- Management Information Systems
- Advanced Accounting and Finance in Operational Excellence
- Supply Chain Management
- Advanced Statistical Process Control in Operational Excellence
- Change Management
- Introduction to Research Methods
- Quantitative Analysis
- Communication, Conflict and Diversity
- Opportunities for independent studies, guided research and internships

### NON-CREDIT SEMINARS

In addition to the MSMOE's cutting-edge courses, students will experience several non-credit seminars hosted by the Kennametal Center for Operational Excellence (KCOE). Saint Vincent's management and operations consulting group. In these sessions, KCOE will expose students to the same tools and techniques that they provide to their business clients. Through hands-on activities and simulations, students will utilize proven methods for implementing management concepts learned in the classroom to minimize waste and increase efficiency in organizations.