

# Business Management and Administration: Operations Management Focus Area Knowledge and Skill Statements with Suggested Performance Indicators

Describe and follow laws and regulations affecting business operations and transactions **FA-BMA-OM01**

**A** Describe how to apply knowledge of business contracts to establish business relationships, including contract creation/preparation, suspension, and termination **FA-BMA-OM01.A**

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**B** Explain laws and regulations that affect the vendor/supplier bidding process to facilitate business operations **FA-BMA-OM01.B**

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**C** Develop and evaluate bid specifications for an identified project based on laws regulating the process **FA-BMA-OM01.C**

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Describe strategies to develop and maintain positive customer relationships **FA-BMA-OM02**

**A** Explain the relationship between customer services and sales **FA-BMA-OM02.A**

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**B** Utilize customer relationship management skills to conduct customer-facing processes effectively and efficiently (e.g., processing customer orders and returns) **FA-BMA-OM02.B**

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**C** Develop and implement a customer satisfaction and idea survey, evaluate survey data, and implement changes based on customer feedback **FA-BMA-OM02.C**

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**D** Maintain customer database for personal contacts **FA-BMA-OM02.D**

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Demonstrate knowledge of how to use inventory tracking systems to facilitate operational controls **FA-BMA-OM03**

**A** Demonstrate the ability to utilize tools, strategies, and systems to develop and maintain operational controls **FA-BMA-OM03.A**

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**B** Identify appropriate tools, strategies, and systems for operational controls that are appropriate for the business/industry **FA-BMA-OM03.B**

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**C** Describe the benefits of “just-in-time” inventory systems **FA-BMA-OM03.C**

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**D Describe how information obtained from operational control systems can be used to determine the success/failure of a business/industry** FA-BMA-0M03.D

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**E Explain inventory tracking technology to facilitate operational control** FA-BMA-0M03.E

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**F Describe the impact of technology on order processing (e.g., universal product code (UPC) barcoding, radio frequency identification (RFID) tags)** FA-BMA-0M03.F

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**Demonstrate knowledge of how to plan, monitor and manage day-to-day business activities to maintain and improve operational functions** FA-BMA-0M04

**A Describe purchasing activities used to obtain business materials and services** FA-BMA-0M04.A

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**B Describe tools that assist in the scheduling process** FA-BMA-0M04.B

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**C Explain the benefits of establishing and maintaining close working relationships with suppliers** FA-BMA-0M04.C

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**D Identify key factors when selecting suppliers (e.g., quality, price, reliable delivery)** FA-BMA-0M04.D

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**E Discuss inventory control strategies used to maintain appropriate levels of stock/supplies** FA-BMA-0M04.E

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**F Explain the nature of quality management and the need for continuous improvement of the quality process** FA-BMA-0M04.F

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**G Explain what a supply chain is within industry and describe types of supply chain management decisions (e.g., location, production, inventory, transportation)** FA-BMA-0M04.G