MSTM 603. Essentials of Market Planning and Analysis. 3 Hours.
Semester course; 3 lecture hours. 3 credits. Restricted to students enrolled in the Master of Management program. Presents and analyzes buyers and sellers in the marketplace, including how firms/organizations assess, analyze, create, deliver and capture value. Course incorporates the importance of customer-driven strategies and tactics for not-for-profit and public-sector organizations, as well as for-profit firms. Provides a framework for analyzing the impact of external forces on marketing decision-making, as well as the need for marketers to be ethical and socially responsible in the development and implementation of marketing plans. This framework extends not only to the traditional, domestic marketing environment, but also to global and technologically evolving (e.g., Internet) market settings.

MSTM 604. Quantitative Methods in Management. 2 Hours.
Semester course; 2 lecture hours. 2 credits. Restricted to students enrolled in the Master of Management program. Students will develop an ability to interpret and analyze business data in a managerial decision-making context. Managerial applications are stressed in descriptive statistics, probability, sampling, estimation, hypothesis testing, simple regression and correlation analysis.

MSTM 605. Managing Organizations. 3 Hours.
Semester course; 3 lecture hours. 3 credits. Restricted to students enrolled in the Master of Management program. Explores the fundamental principles of management theory and practice as well as organizational behavior. Provides an understanding of teams, management principles, change and innovation within an organization.

MSTM 606. Introduction to Management Information Systems. 3 Hours.
Semester course; 3 lecture hours. 3 credits. Restricted to students enrolled in the Master of Management program. Provides an understanding of the importance and role of information systems in modern business processes, analysis and decision-making. Presents principles of information technology and systems methodologies for the design and development of operational, managerial and strategic business information systems. A project management focus will provide the framework for the course.

MSTM 607. Production and Operations Management. 3 Hours.
Semester course; 3 lecture hours. 3 credits. Restricted to students enrolled in the Master of Management program. Examines concepts relating to the operations function in both manufacturing and service organizations. The operations process is responsible for planning, organizing and controlling of resources to efficiently and effectively produce goods and services that meet organization goals. Quantitative tools of analysis used to support decision-making in the various operations management activities will be surveyed and case analysis will be employed to relate theory to practice.

MSTM 608. Customer Service Quality Management. 3 Hours.
Semester course; 3 lecture hours. 3 credits. Restricted to students enrolled in the Master of Management program. Designed to enable students to understand and use appropriate concepts, frameworks and theoretical models to facilitate analysis of different types of services and customer-service settings, as well as to be able to contribute to the development and implementation of appropriate service strategies. Emphasizes other key issues facing service firms/organizations, such as managing supply and demand, the overlap in marketing/operations/human resource systems and the importance of relationship management.

MSTM 609. Management of Human Capital. 3 Hours.
Semester course; 3 lecture hours. 3 credits. Restricted to students enrolled in the Master of Management program. Provides an overview of human resource issues and the process of managing human resources. Topics may include HRM planning, recruitment, employee development, performance management, compensation and strategic human resource management.

MSTM 610. Managerial Perspectives in a Global Environment. 3 Hours.
Semester course; 3 lecture hours. 3 credits. Restricted to students enrolled in the Master of Management program. Emphasizes the social, legal, political and ethical responsibilities of a business to internal and external stakeholders, including investors, employees, the community and the environment. Students learn about the interconnectivity between business and natural, social and financial environments, as well as about the need to maintain and balance these to sustain current and future generations.

MSTM 620. Master of Management Project Course. 3 Hours.
Semester course; 3 lecture hours. 3 credits. Restricted to students enrolled in the Master of Management program. Designed to enable students to understand and use appropriate concepts, frameworks and theoretical models to facilitate analysis of different types of services and customer-service settings, as well as to be able to contribute to the development and implementation of appropriate service strategies. Emphasizes other key issues facing service firms/organizations, such as managing supply and demand, the overlap in marketing/operations/human resource systems and the importance of relationship management.