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# EMPLOYER INFORMATION ON OPERATIONS MANAGEMENT INTERNSHIPS

The Bachelors of Science in Operations Management is a 2+2 transfer only degree that teaches technical people who already have a 2 year degree in a technical field how to lead people, projects and processes. The focus of the degree is on teaching students the following:

- Broad Business Management, including basic accounting functions, financial statements, and cost analysis;
- People Management including principles of management, basic leadership skills including different leadership styles, change management, conflict negotiation, emotional intelligence, team management, and communication skills;
- Communicating with Technology including how to use the MS office suite of products to management business information from word documents, advanced excel spreadsheets, power point, and basic visual basics;
- Process management, including quality standards, inventory management, lean, scheduling, and six sigma
- Safety practices, including the basic OSHA requirements for a general 10 hour card
- Project Management, including the methodology and the people management from defining, planning, executing, closing, stakeholder and executive sponsor analysis, and scope and budget management

One of the degree completion requirements is every student must complete a 3-12 credit internship. There are three ways the student can complete the internship expectations at your company:

1. **Through a Formal Internship Program:** The student can apply for an internship position at your company.
2. **Hired as a New Employee:** The student can use a job at your company as their internship.
3. **As a Current Employee:** If the student is already employed at your company, their current position may be used as their internship.

The **EMPLOYERS RESPONSIBILITY** includes:

1. **Providing Paid Employment** (in rare cases, it is unpaid, but most of the OM internships are paid)
2. **Helping the Intern complete the employee agreement form**, which includes establishing 5-7 high level objectives that the intern will complete during his employment ( either as an Intern or a PT or FT employee). The intern will provide the form and the Intern will email the signed form (via pdf) to the PC at [mcgeepa@mnstate.edu](mailto:mcgeepa@mnstate.edu)
3. **Assisting in writing the 5-7 objectives** including work that helps the student expand his / her skill set as an operations manager. The intern / employee can remain in their current technical role, but should be given projects that help them practice their Operations Management curriculum. Examples of projects and work include anything that falls in the following categories:
  - a. **Lean processes:** Improving a process in his / her current role or beyond
  - b. **Quality:** Working on anything that improves the quality of the customer, employer, or partner experience. It could be a formal quality initiative or something much more informal.
  - c. **Computer Applications:** Work with or build power point presentations, word documents, mail merges, flyers, excel databases, access, etc.
  - d. **Cost analysis:** Be involved in creating, managing or shadowing a budget process, costing a project, estimating the work, etc.

- e. **Leadership:** Be responsible for leading and managing a team of people. The intern could work on coaching, team building, performance management, work load distribution, scheduling, mentoring.
  - f. **Project Management:** Have the opportunity to work on a project and maybe assist with some of the following: scope statements, scheduling, budgets, resource allocation, task execution, MS Project, executive or stakeholder management, participate in and/or lead project update meetings, change orders, etc. The intern does not have to be the PM.
  - g. **Production Inventory Management:** Assist in any of the processes related to production inventory management, including , but not limited to, inventory management, pricing, material requisitions, inventory processes, work flow of goods, etc.
  - h. **Safety:** Be involved in training, setting, or learning safety guidelines.
  - i. **Other:** There is also a magnitude of other experience that qualifies for internship objectives. Some companies set a schedule where the employee/intern shadow various departments and/ or leaders by attending meetings on finance, marketing, sales, etc. Other companies have the intern/employee do their technical work, but improve how it is done in their organization. Some organizations expand technical responsibility during the internship. If as an employer, you are not sure what qualifies, please contact the program coordinator at [mcgeepa@mnstate.edu](mailto:mcgeepa@mnstate.edu) or 218.477.2466. We will work with you to get the best results for the intern and the company
4. **Internship Evaluation:** The intern's manager should complete an online evaluation of the employee's performance. It is based on the Operations Management outcomes. It takes about 5-10 minutes. It is ideal if the manager will also share this information with the intern.
  5. **Onsite Visit or Conference call:** If the internship is within a 100 mile radius of Fargo/Moorhead area, the Program Coordinator will conduct an onsite visit. If the internship is over 100 mile radius away from Fargo/Moorhead area, the onsite visit will be a conference call. The intern is responsible for coordinating the visit between his/her manager and the program coordinator at a time that is conducive for all schedules. The intern should also plan on attending. Prior to the meeting, the Intern will share a list of course descriptions and onsite visit questions with his/her supervisor. The purpose of the meeting is to review the program outcomes to see if the intern was prepared for the operation management work. The second purpose is to interview the intern to collect information on his internship experience and educational preparedness for the position/ work.

Employers often ask how long the internship (either as an intern or a FT/PT employee) as has to be. The first goal is to meet the employer responsibilities. Most old fashion / traditional internships range from 12-24 months. If an OM student is hired as an intern, the internship would be for whatever time length determined by the company.

If the intern is actually an employee, the length of the internship is determined by number of Internship Credits the intern needs to graduate. An OM student can take 3-12 credits towards their degree as Internship credits. A general rule of thumb is that the number of hours required per credit is 40 hours. If an intern needs a 3 credit internship, they need (3 x 40hrs) of work to satisfy that requirement. If the employer wants to break this into 10 hour increment's, have the employee focus for three weeks straight at 40 hours a week, or any combination above is satisfactory. The prospective intern can provide a table of hours required per credit as an example. Please remember this is not an exact science, so if the employer has work constraints and MSUM Operations Management needs to flex the hours required and/or the length of time for the internship, the intern should contact the program coordinator ([mcgeepa@mnstate.edu](mailto:mcgeepa@mnstate.edu) or 2184772466) and discuss. The MSUM OM program coordinator always favors the business objectives and the interns experience equally. An internship (formal or informal ) provides an employer the opportunity to test drive someone in their company to see if they are interested, expand a current employees job responsibilities and/or find new talent for current job openings.