



PROGRAM OUTCOMES

BUSINESS MANAGEMENT (INDUSTRIAL DISTRIBUTION)

1. Communication. Effectively communicate orally and in writing with an emphasis on questioning skills to identify needs and solve customer problems.
2. Math/Financial. Use financial data to determine market level pricing to maximize profits.
3. Computers. Use spreadsheet, word processing, presentation, e-mail, and internet applications at all levels of communications.
4. Customer Service/Problem Solving. Solve customer problems with applications of industrial products.
5. Working with Others. Effectively interface within the functional areas of industrial distribution.
6. Sales. Develop and strengthen the buyer/seller relationships while executing the sales process. This optimizes profitability through application of industrial distribution principles.
7. Customer Support. Apply technical knowledge and skills to support integrated automated systems.