

JULY 23, 2013

# Statement of Accomplishment

## ANNA SHTENNIKOVA

HAS SUCCESSFULLY COMPLETED THE UNIVERSITY OF PENNSYLVANIA'S ONLINE OFFERING OF



### An Introduction to Operations Management

This course covered the content of a quarter-long MBA core course with a focus on analyzing and improving business processes across a range of manufacturing and service applications.

A handwritten signature in blue ink, which appears to read "C. Terwiesch".

CHRISTIAN TERWIESCH  
ANDREW M. HELLER PROFESSOR  
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