



SYLLABUS OF THE SUBJECT "OPERATIONS MANAGEMENT "

| Basic data of the subject | |
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| Academic Unit: | FACULTY ECONOMIC |
| Course title: | Operations Managment |
| Program: | International Management |
| Level: | Bachelor |
| Course status: | Obligatory (O) |
| Study year: | Second year, therty semester |
| Number of hours per week: | 3+2 |
| Credit value – ECTS: | 6 |
| Time / location: | |
| Lecturer: | Prof.Asoc.Dr.Drita Krasniqi |
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| Course description: | In the program of this module, students will collect the necessary information for a number of problems related to: Access to Operations Management, Operations Strategy, Product and Service Design, Demand Forecasting, Work System Design, Management and Capacity Planning; Supply chain management; Planning and control of the project. |
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| Course objectives: | <p>The Operations Management course aims to provide students with knowledge related to: Operations necessary and necessary for the efficient management of the operation of planning, organizing, directing and controlling the resources of a business that are needed to produce products and services.</p> <p>In the framework of the whole management of the enterprise, the management of operations, whose function is the transformation of inputs into outputs, should be studied. Efficient management of this function, namely the fulfillment of business objectives and customer needs.</p> |
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| Learning outcomes: | <p>After completing the course, the student will be able to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Understand the contents of different notions from the field of operations management, <input type="checkbox"/> To select operations strategies <input type="checkbox"/> To know the characteristics of products and the characteristics of services; analyze the types of demand forecasting <input type="checkbox"/> Appreciates the importance of supply chain management identify and apply network planning techniques. |
| Contribution on student load (must correspond with learning outcomes) | |



| Activity | Hours | Days/week | Total |
|---|---|-----------|-------------------------|
| Lectures | 3 | 15 | 45 |
| Exercise theoretical/laboratory | 2 | 15 | 30 |
| Practice work | - | - | - |
| Contact with lecturer/consultations | 1 | 15 | 15 |
| Field exercises | 1 | 5 | 5 |
| Mid-terms, seminars | 1 | 5 | 5 |
| Homework | - | - | - |
| Individual time spent studying (at the library or home) | 1 | 15 | 15 |
| Final preparation for the exam | 1 | 15 | 15 |
| Time spent in evaluation (tests, quiz, final exam) | 1 | 15 | 15 |
| Projects, presentations, etc. | 1 | 5 | 5 |
| Total | | | 150 orë (6 ECTS) |
| Teaching methods : | Interactive lectures, discussions, seminar papers, etc. | | |
| Evaluation methods: | <p>The evaluation is done through the test, while the final grade consists of four components:</p> <ul style="list-style-type: none"> - Participation and activity per hour 5% - First colloquium: 25 % - Seminar paper: 10% - Final exam: 60 %) <p>Total 100%</p> | | |
| Literature | | | |
| Basic Literature: | <ul style="list-style-type: none"> - Prof.Dr.Suzana Panariti Manaxhimi i Operacioneve, Konceptet, Metoda, Strategji, Tiranë, 2013 - | | |
| Additional Literature: | <ul style="list-style-type: none"> - Operation Management, Jay Heizer (Texas Lutheran University), & Barry Render (Graduate School of Business, Rollins College), Prentice Hall, 2010. - Operation Management, Creating Value along the supply chain, Bernard W. Taylor & Roberta S. Russell - | | |

Designed study plan:



| Week | Lectures | Exercises |
|---|--|--------------------------------------|
| <i>First week:</i> | Introduction to Operations Management | Questions, discussions. |
| <i>Second week:</i> | Performance of operations - Its objectives | Questions, discussions |
| <i>Third week:</i> | Operations Strategy | Questions, discussions |
| <i>Fourth week:</i> | Design of Product and Service | Questions, discussions . |
| <i>Fifth week:</i> | Designing Production and Service Process | Questions, discussions |
| <i>Sixth week:</i> | Demand Forecast | Questions, examples and discussions |
| <i>Seventh week:</i> | Work system design | Questions, examples and discussions |
| <i>Eighth week:</i> | Colliqua | Questions, examples and discussions |
| <i>Ninth week:</i> | Capacity management and planning | Questions, examples and discussions |
| <i>Tenth week:</i> | Capacity planning process | Questions, examples and discussions |
| <i>Eleventh week:</i> | International Monetary System | Questions, examples and discussions |
| <i>Twelfth week:</i> | Supply chain management The strategic importance of the supply chain; | Questions, examples and discussions |
| <i>Thirteenth week:</i> | Linking supply chain to operations strategy | Questions, examples and discussions |
| <i>Fourteenth week:</i> | Project planning and control Project Life Cycle | Questions, examples and discussions |
| <i>Fifteenth week:</i> | Summary of lectures and presentations | Examples and consultation for exam . |
| Academic policies and rules of conduct: | | |
| <ul style="list-style-type: none"> • The student should be mindful and respect the rules and the institution. • Must observe the schedule of lectures, exercises, and be attentive to the lesson. • It is mandatory to have a test ID. • When designing works, the student must adhere to the instructions provided by the teacher. <p style="text-align: center;">Do not use mobile phones during the test hours</p> | | |

