



**University "Ukshin Hoti" Prizren**  
**Faculty of Economics**  
**Program: Business Administration (MSc)**

<b>SYLLABUS</b>							
Level of studies	<b>Master</b>	Program	<b>Business Administration</b>	Academic year	<b>2023/24</b>		
<b>SUBJECT</b>		<b>OPERATIONS AND SUPPLY CHAIN MANAGEMENT</b>					
Year	<b>II</b>	Course status	<b>Obligatory</b>	Code		ECTS credits	<b>6</b>
Semester	<b>III</b>						
Teaching weeks	<b>15</b>		Teaching hours		Lectures	Exercises	
					<b>2</b>	<b>2</b>	
Teaching methodology	<b>Interactive lectures, discussions, seminar papers, etc.</b>						
Consultation							
Professor	<b>Prof. Asoc. Dr. Drita Krasniqi</b>		E-mail	<b>drita.krasniqi@uni-prizren.com</b>			
			Tel.	<b>044 301 114</b>			
Assistant	<b>Ass. Dr. Dafina Abdullahu</b>		E-mail	<b>dafina.abdullahu@uni-prizren.com</b>			
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<b>Course objectives</b>			<b>Learning outcomes</b>				
<p>The subject of Operations Management aims to provide students with theoretical and practical knowledge related to the most necessary and necessary operations for the efficient management of the planning, organization, direction and control of the resources of a business that are needed to produce products and services. as well as to train them for their practical implementation. Also, this course provides students with fairly complete, summarized and up-to-date introductory knowledge about the place and role of operations management in contemporary manufacturing and service businesses.</p>			<p>After completing the course, the student will be able to:</p> <ul style="list-style-type: none"> <li>▪ Understand the contents of different notions from the field of operations management,</li> <li>▪ To select operations strategies</li> <li>▪ Knows the characteristics of products and the characteristics of services</li> <li>▪ Analyze the types of demand forecasting</li> <li>▪ Appreciates the importance of supply chain management</li> <li>▪ Identify and apply network planning techniques.</li> </ul>				
<b>Teaching methodology</b>							
Interactive lectures, seminar papers, discussions etc.							
<b>Conditions for implementation of the course topics</b>							

Classroom, computer and projector.

### Examination methods and grading

<p>Students are evaluated through testing, whereas the final grade consists of four components:</p> <ul style="list-style-type: none"> <li>- Attendance and activity classes: 1-10 points</li> <li>- First colloquium: 1- 30 % ( 1 – 30 points)</li> <li>- Working seminar: 1 – 10 % (1 – 10 points)</li> <li>- Final Exam: 1- 60 % (1 - 60 points)</li> <li>• Final Exam: 1- 60 % (1 - 60 points)</li> </ul>	Evaluation in%	Final grade
	91 - 100	10 ( ECTS – A)
	81 – 90	9 ( ECTS - B)
	71 – 80	8 ( ECTS - C)
	61 – 70	7 ( ETCS - D)
	51 – 60	6 ( ETCS - E)
	40 - 50	5* ( ETCS – FX)

### Student obligations

Lectures	Exercises
<ul style="list-style-type: none"> <li>- Attending lectures,</li> <li>- Participation in debates,</li> <li>- Adhering to the code of conduct, etc.</li> </ul>	<ul style="list-style-type: none"> <li>- Attending of hours of exercise</li> <li>- Adhering to the code of conduct, etc</li> </ul>

### Student workload (must correspond with learning outcomes)

Activity	Hours	Days/week	Total
Lectures	2	13	26
Exercises	2	13	26
Consultation with teachers	1	12	12
Field work visits	5	2	10
Practical work (Internship)	2	5	10
Seminars	3	10	30
Own study time	2	12	24
Preparation for final exam	2	3	6
Time spent on assessment (tests, exams, etc.)	2	3	6
<b>Note: 1 ECTS credit = 25 hours workload, i.e. if the subject has 6 ECTS credits student must have 150 hours workload during the semester</b>		<b>Total workload:</b>	<b>150</b>

### Designed study plan

Week	Lectures		Exercises	
	Topic	Hours	Topic	Hours
1.	Introduction to Operations Management	2	Questions and discussions	2
2.	Performance of operations -Its objectives	2	Questions and discussions	2
3.	Operations Strategy	2	Questions and discussions	2

4	Design of Product and Service	2	Questions and discussions	2
5	Designing Production and Service Process	2	Questions, discussions and presentations	2
6	Demand Forecast	2	Questions, discussions and presentations	2
7	Work system design	2	Questions, discussions and presentations	2
8	First colloquium	2	Preparation for the first colloquium	2
9	Capacity management and planning	2	Questions, discussions and presentations	2
10	Capacity planning process	2	Questions, discussions and presentations	2
11	Total quality management	2	Questions, discussions and presentations	2
12	Supply chain management The strategic importance of the supply chain;	2	Questions, discussions and presentations	2
13	Linking supply chain to operations strategy	2	Questions, discussions and presentations	2
14	Project planning and control Project Life Cycle	2	Questions, discussions and presentations	2
15	Summary of material and preparation for final exam	2	Examples and consultation for exam	2

## LITERATURE

### Basic literature:

- Prof Dr. Suzana Panariti Manaxhimi i Operacioneve, Konceptet, Metoda, Strategji, Tiranë, 2013
- Operatins Managment, Willians J. Stevenson, (Rochester Institute of Technology), Mc Graw Hill Irvin, 2008
- Operation Management, Jay Heizer (Texas Lutheran University), & Barry Render (Graduate School of Business, Rollins College), Prentice Hall, 2010.
- Operation management, Lee J. Krajewsi, Larry P. Ritzman, Manoj K. Malhotra, Prentice Hall, 2009.
- Operation Management, Creating Value along the supply chain, Bernard W. Taylor & Roberta S. Russell, 2010

## Academic policies and code of conduct

- Students must respect the schedule of lectures, exercises and be attentive in class.
- Student must have their ID card with them, they cannot undergo the test without their ID card.
- During the drafting of the course papers, the student must adhere to the instructions given by the teacher.
- The use of mobile phones is not allowed during the test/exam hours.

