



University “Ukshin Hoti” in Prizren

Study programmes:

Business Administration

Curriculum - – SYLLABUS

<i>Level of studies</i>	MASTER	<i>Program</i>	BA	<i>Academic year</i>	2019/2020
<i>SUBJECT</i>	Operations Management				
<i>Year</i>	II	<i>Status Of the subject</i>	O	<i>Code</i>	
<i>Semester</i>	3			<i>ECTS credits</i>	6
<i>Teaching weeks</i>	15		<i>Hours teaching</i>	<i>Lectures</i>	<i>Exercises</i>
				2	
<i>Teaching Methodology</i>	Lectures, exercises, seminar papers, consultations, tests, case studies, assignments				
<i>Consultation</i>	One hour before and one hour after the lectures				
<i>The teacher</i>	Prof.Ass.Dr.Drita KRASNIQI		<i>E-mail:</i>	drita.krasniqi@uni-prizren.com	
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<i>Assistant</i>			<i>E-mail:</i>		
			<i>Tel.:</i>		

Study goal and table of content	Benefits of student
<ul style="list-style-type: none"> Offering students sufficiently complete introductory knowledge, concise and up to date regarding the place and role of operations management in the effective management of business Students gain knowledge and to be able to apply theoretical and practical professional framework that deals with the management of operations in modern manufacturing and service businesses 	<p>Upon successful completion of the course, students should be able to know:</p> <ul style="list-style-type: none"> What represents the management of operations, which is the role of management in business operations, to distinguish between the different characteristics of the processes of operations What is the strategy of operations and make the difference between winning and competing priorities of a business. To understand why it is important to design the product or service process and what are the stages of design. What does the demand forecast and how to plan the capacity and system design work. How much important is total quality management and what it means. What is important for the survival of businesses in the global economy. Students will be able to build independent concepts related to the management of operations in manufacturing and service businesses through research and professional preparation of research projects in this area.

Methodology for the implementation of educational topics:			
<ul style="list-style-type: none"> During the seminars emphasis is placed on repetition, logical sense, consolidation of theoretical knowledge acquired in lectures (in the form of tests of 20-minute) and above all the ability to develop their practical application. A significant portion of the workshop, the voice work with small groups of students (4-5 students), which was given for discussion certain cases studies from managerial accounting reality in the world and in Kosovo. At the end of the conclusions formulated hour comprehensive seminar and workshop assignments for seed. 			
Conditions for realization of educational topics:			
<ul style="list-style-type: none"> Table, computer, projector and other necessary IT tools for learning and exercises. 			
Ways of assessing of the student (in %) :		Evaluation in%	Final grade
Regular attendances	10.00 %	91-100	10 (ten)
Intermediate Test	20.00 %	81-90	9 (nine)
Seminars	10.00 %	71-80	8 (eight)
Final Exam	60.00 %	61-70	7 (seven)

Total	100.00 %	51-60	6 (six)
		00-50	5 (five)

Obligations of student:			
Lectures		Exercises	
The student must be regular lectures and exercises, to use all possibilities for learning the knowledge required to use literature and wider, to be active and keep regulations on higher education in ethics and courtesy for cooperation.		The student must be active and reflective exercises and knowledge readiness initiatives, ideas and demonstration of knowledge gained in lectures.	
Student workload for Subject			
Activities	Hour	Days/Weeks	Total
Lectures	2	15	30
Exercises, practical work	2	15	30
Contacts with teachers / consultations	1	15	15
Colloquia, seminars	2	10	20
Homework			
Own study time	1	15	15
Preparation for final exam	2	10	20
Projects, presentations, etc..	2	10	20
Notice: 1 ECTS credits= 25 hour commitment, e.g. if the subject has 6 ECTS credits student must have 150 hours during the semester commitment.		Total load:	125

Week	Lectures	Hour	Exercises	Hour
	Topic		Topic	
1	Presentation of Syllabus	2	Questions for discussion	
2	Introduction to Operations Management	2		
3	Performance of operations, objectives	2		
4	Operations Strategy	2		
5	Product design and service	2		
6	Phases of service projection	2		
7	Design of the production process and service	2		
8	Demand Forecast	2		
9	Capacity planning and management	2		

10	The deployment of production and service unit	2		
11	Process System	2		
12	Supply chain management	2		
13	Reserve management and scheduling	2		
14	Planning and control of project, Project life cycle	2		
15	Summary of material and presentations	2	Questions for discussion	

LITERATURE:

- Prof Suzana Panariti Manaxhimi i Operacioneve, Konceptet, Metoda, Strategji, Tiranë, 2013
- Grup autorësh Menaxhimi i Operacioneve, 2012
- Operations Management, William J. Stevenson, (Rochester Institute of Technology), Mc Graw Hill Irwin, 2008
- Operation Management, Jay Heizer (Texas Lutheran University), & Barry Render (Graduate School of Business, Rollins College), Prentice Hall, 2010.
- Operation management, Lee J. Krajewski, Larry P. Ritzman, Manoj K. Malhotra, Prentice Hall, 2009.
- Operation Management, Creating Value along the supply chain, Bernard W. Taylor & Roberta S. Russell, 2010.

NOTICE:

- For each lesson topic, students will be provided with the necessary materials in Albanian,
- At the end of each hour of teaching, certain groups of students will engage with the assignment or case study on the topic of the lecture. The results achieved from that task, student groups should present and discuss them in the hour of exercises.

Notice for the student:

- First of all, the student should be aware of and respect the institution and school rules,
- Should also respect the schedule of lectures, exercises and be attentive at teaching,
- It is mandatory possession and presentation of the index in tests and exams,
During compilation of seminar papers, a student must adhere to the instructions given by the teacher to realize and technical research paper.