



**Universiteti “ Ukshin Hoti” Prizren**  
**Fakulteti Ekonomik**  
**Program: International Management**

<b>PROGRAMI MËSIMOR – SYLLABUS</b>							
<b>Level of studies</b>		Bachelor	<b>Program</b>	IM	<b>Academic year</b>	2019/20	
<b>SUBJECT</b>		<b>Operations Management</b>					
<b>Year</b>	2	<b>Status of the subject</b>	Obligatory	<b>Kodi</b>		<b>ECTS kredi</b>	6
<b>Semester</b>	3						
<b>Teaching weeks</b>		15		<b>Hours teaching</b>		<b>Lectures</b>	<b>Exercies</b>
						3	2
<b>Teaching Methodology</b>		Interactive lectures, exercises, discussions, seminars					
<b>Consulation</b>							
<b>Teachers</b>		<b>Prof. Ass. Dr. Drita KRASNIQI</b>		e-mail	drita.krasniqi@uni-prizren.com		
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<b>Assistant</b>				e-mail			
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<b>Study goal and table of contend</b>	<b>Benefits of student</b>
<ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> </ul>	<p>Upon successful completion of the course, students should be able to know:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• 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.</li> <li>• What does the demand forecast and how to plan the capacity and system design work.</li> <li>• How much important is total quality management and what it means. What is important for the survival of</li> </ul>

	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..		
<b>Forms of teaching and learning lessons</b>			
Interactive lectures, exercises, discussions, seminars, etc.			
<b>Methodology for the implementation of educational topics:</b>			
Table, computer, projector and other necessary IT tools for learning and exercises			
<b>Ways of assessing of the student (in %) :</b>			
The assessment is done by means of a test, and a grade the final consists of four components: - Participation and activity per hour: 1-5% - First Qolloquium: 1- 30% ( 1 - 25%) - Seminarik work: 1 – 10% (1 – 10 %) - Final exam: 1- 60 % (1 - 60 %)	<b>Evaluation %</b>	<b>Final grade</b>	
	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)		
<b>Obligation of students:</b>			
<b>Lectures</b>		<b>Exercises</b>	
<ul style="list-style-type: none"> <li>• Following lectures</li> <li>• Active participation in discussions during lectures</li> <li>• Participation in columns</li> <li>• Participation in the exam</li> </ul>		<ul style="list-style-type: none"> <li>- Exercise hours</li> <li>- Respect of the Code of Conduct, etc</li> </ul>	
<b>Student workload for subject</b>			
<b>Activities</b>	<b>Hour</b>	<b>Days/Weeks</b>	<b>Total:</b>
Lectures	3	15	15
Exercises, practacal work	6	3	18
Contacts with teachers/consultations	1	10	10
Field visit	6	1	6
Colloquaia, seminars	3	3	9
Self-study time	2	5	10
Preparation for final exam	6	7	48
Times spendassessment(test, exam, ect)	1	3	3

Projects, presentations, etc..		1	1	1
<b>Notice: 1 ECTS credits= 25</b> hour commitment, e.g. if the subject has 6 ECTS credits student must have 150 hours during the semester commitment.			<b>Total load:</b>	<b>150</b>
Week	Lectures		Exercieeses	
1.	Topic	Hour	Topic	Hour
	Introduction to Operations Management	3	Questions, discussions	2
2.	Operations Strategy	3	Questions, discussions	2
3.	Competitive priorities	3	Questions, discussions	2
4.	Design of Product and Service	3	Questions, discussions	2
5.	Designing Production and Service Process	3	Questions, discussions	2
6.	Demand Forecast	3	Questions, discussions dhe presentations	2
7.	Colloquia	3	Consultations	2
8.	Capacity management and planning	3	Questions, discussions and examples	2
9.	Capacity management and planning	3	Questions, discussions and examples	2
10.	Designing the Work System	3	Questions, discussions and examples	2
11.	Total quality management	3	Questions, discussions and examples	2
12.	Supply chain management The strategc importance of the supplay chain	3	Questions, discussions and examples	2
13.	Presentation of seminar papers,	3	Questions, discussions and examples	2

	homework and group research			
14.	Project planning and control Project Life Cycle	3	Questions, discussions and presentations	2
15.	Summary of material and preparation for final exam	3	Examples and consultation for exam	2

**LITERATURE:**

- Prof SuzanaPanaritiManaxhimi i Operacioneve, Konceptet, Metoda, Strategji, Tiranë, 2013
- GrupautorëshMenaxhimi i Operacioneve, 2012
- OperatinsManagment, Willians J. Stevenson, (Rochester Institute of Technology), McGraw 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

**Notice:**

- 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.
- Do not use mobile phones during the test hours