

Basic data of the subject			
Academic Unit:	Faculty of Management		
Subject title:	Operations Management		
Study level:	Bachelor		
Subject status:	Compulsory		
Years of study:	III		
Number of hours per week:	4		
Value of credits - ECTS:	5		
Lecturer of the subject:	Prof.Dr.Bujar Pira		
Contact details:	Bujar.pira@ushaf.net		
Subject description:	This module will elaborate the following topics: Operations Management - Introduction; Operations Strategy; Human Resource Management; Design and Development of Services and Products; Capacity Management; Technological Developments; Inventory Management; Time Planning and Operations Implementation; Capacity Management; Quality Management; Supply Chain Management; Managing and Positioning of Operations Flow; Operations Improvement and Corporate Social Responsibility (CSR); Managing Jobs.		
Purpose of subject:	Students will be informed about the role and importance of operations management and the basic function of operations management, which is the transformation of inputs into the outputs, respectively the services and products, the personnel management, and other aspects of the operations management. The basic purpose of the course is to achieve efficient management of this function, respectively meeting the business objectives and customer needs. Purpose of the course is also the management of the staff to meet the contracted timeframes, productivity levels and other business goals, while at the same time expanding the basic staff skills.		
Expected learning outcomes:	After the successful completion of this course the student will be able to: <ul style="list-style-type: none"> Analyze and understand the various processes of operations; Plan and control aspects of operations such as capacity, inventory; quality, etc. Understand the process of product design and operations processes. 		
Contribution to student workload (which should correspond to the students learning outcomes)			
Activity	Hours	Days/week	Total

Lectures	2	15	30
Theoretical / laboratory exercises	1	15	15
Practical work	1	15	15
Contacts to the Lecturer / Consultations	1	3	3
Field exercises			
Tests, student seminars			
Home work			
Time of self-study (in the library or home)	4	15	60
Final preparation for the exam			
Time spent in assessment (tests, quiz, final exam)	2	1	2
Projects, presentations, etc.			
Total			125
Teaching methodology:	Lectures, individual work, work with seminar papers for every week, discussions, team work.		
Assessment methods:	Final exam weighted 100% of the module grade. The exam consists of questions with optional answers, open questions, and a case study.		
Literature			
Basic literature:	➤ Panariti S. - „Menaxhimi i Operacioneve“, 2011 Tiranë;		
Additional literature:	➤ Slack, N, Chambers, S & Johnson, R 2009; ➤ Operations Management, 6 th edn, Financial Times/ Prentice Hall; ➤ Hill, T 2005, Operations management, 2 nd edn, Palgrave, Printed in China.		
Designed plan of teaching:			
Weeks	Lecture to be held		
First week:	Operations Management – introduction		
Second week:	Operations Strategy		
Third week:	Human resource management		
Fourth week:	Design and development of services and products		
Fifth week:	Capacity Management		
Sixth week:	Technical Developments		
Seventh week:	Inventory Management		
Eighth week:	Repetition		
Ninth week:	Time planning and operations execution		
Tenth week:	Capacity Management		
Eleventh week:	Quality management		
Twelfth week:	Supply Chain Management		
Thirteenth Week:	Management of positioning and operations flow		

Fourteenth Week:	Improvement of Operations and Corporate Social Responsibility (CSR)
Fifteen week:	Managing and designing jobs
Academic Policies and Rules of Conduct:	
<i>Regular attendance, keeping calm and active engagement in dialogue during lectures and exercises is mandatory.</i>	