

SYLLABI

Basic data of the subject			
Academic unit	Faculty of Management		
Subject	Operations management		
Level	Bachelor		
Course status	Mandatory		
Year of studies	II		
Semester	III		
Number of hours per week	3		
Value of credits - ECTS	5		
Time/ Location	USHAF		
Course lecturer	Prof. As. Dr Arben Terstena		
Contact details	Arben.terstena@ushaf.net		
Course description			
	<p>In the program of this module, students will find the necessary information for a number of problems related to: - Introduction to Operations Management, Operations Strategy, Human Resources Management, Capacity Management, Technological Developments, Study Visits to Companies, Management of inventory, Time planning and execution of operations. Job management and design. Project planning and control. Quality management. Supply Chain Management, Positioning and Operations Flow Management. Improving Operations and Corporate Social Responsibility (CSR)</p>		
Course objectives			
	<p>The aim of the course is to study the management of operations within the totality of enterprise management, the function of which is the transformation of inputs into outputs, respectively services and products. The main purpose of the course is to achieve efficient management of this function, respectively to meet business objectives and customer needs.</p>		
Expected learning outcomes			
	<p>Upon completion of this module, students will be able to:</p> <ul style="list-style-type: none"> • Understand the role and importance of operations management in the enterprise, • Analyze different operations processes, • Familiar with basic planning for operations with a focus on inventory, capacity, quality within the enterprise, • Interpret the way of realization of the supply chain in the enterprise, • Understand the product design process and operations processes • To be competent for participation in the team for drafting production-service policies in the enterprise, · • Create knowledge to conduct an analysis of work activity in the enterprise, 		
Contribution to the student load (which must correspond with learning outcomes)			
Activity	Hours	Days/Weeks	Total
Lectures	2	15	30

Theoretical exercises / laboratory	1	15	15
Internship			
Contacts with teacher / consultations	1	5	5
Field exercises			
Midterm, seminars and projects.			
Homework	2	5	10
Studying (at the library or at home)			45
Final preparation for the exam	2	5	10
Time spent on evaluation (tests, quiz and final exam)	2	2	4
Projects and presentations	1	6	6
Total			125

Teaching methodology	Interactive lectures with students on the topics taught, orientation in the elaboration of the material by taking case studies which will be discussed in groups, learning based on a problem presented, introduction of students for case studies, visits to the enterprise. Seminar-scientific papers, Essays or Research,
Assessment methods	20 points - Activity and Attendance, 20 points - Seminar paper, Case study, 60 points - Exam test, Exam Test (written / oral test) - contains open-ended questions, case study, The student passes the exam if he accumulates 50 points according to the evaluation criteria,
Teaching tools	Whiteboard, the Internet, wireless, computer, projector, Power Point, etc.
Theory vs. practice ratio	60% Theory 40% Seminar paper, essays and research proposal
Literature	
Basic literature	1. Nakuci Arjana Çepani, Suzana Panariti Ira Gjika - Menaxhimi i Operacioneve Tiranë, 2002 2. Suzana Panariti, - Menaxhimi i Operacioneve, Strategjia, Konceptet, Metoda, Universiteti i Tiranës, 2017.
Additional literature	1. Slack, N. Chambers, S, Johnston, R (2014). Menaxhim Operacionesh. Ed. Pearson.
Designated learning plan:	
Week	Lecture
Week one	Presentation of Syllabus Operations Management - Introduction
Week two	Human resource management
Week three	Strategjia e operacioneve
Week four	Operations strategy
Week five	Technological developments Study visits to the company
Week six	Inventory management

Week seven	Study visits to the company
Week eight	Timing planning and execution of operations
Week nine	Job management and design
Week ten	Project Planning and Control
Week eleven	Quality management Study visits to the company
Week twelve	Supply chain management
Week thirteen	Positioning management and operations flow
Week fourteen	Improving Operations and Corporate Social Responsibility (CSR)
Week fifteen	Presentation of seminars
Academic policies and rules of conduct	
The student is required to attend the lectures regularly and to have appropriate behavior towards the colleagues and the staff of the University, as well as to maintain order in the classroom and actively participate in lectures and exercises.	