

SYLLABI

Basic data of the subject			
Academic unit:	Faculty of Management		
Program:	Business Management and Entrepreneurship		
Course title:	Operations management		
Level:	Bachelor		
Subject status:	Obligatory		
Year of studies:	II		
Semester:	III		
Number of hours per week:	3		
Credit value – ECTS:	5		
Time / location:	UASF		
Subject professor:			
Contact details:			
Course Description	Operations management deals with the management of the essential function of the enterprise, the transformation of inputs into outputs through services and products. Students will learn the strategies and techniques of operations management, including capacity, inventory, quality and supply chain management. The course also relies on study visits and practical work to build real-world skills.		
Purpose of the course	To enable students to effectively manage operations in enterprises, achieving business objectives and customer needs through theoretical and practical knowledge.		
Expected learning outcomes	After completing this course, students will: 1. Analyze and understand the different processes of operations, (ECTS 1) , 2. Plan and control aspects of operations such as capacity, inventory, quality, etc. (ECTS 1) , 3. Understand the process of product design and operations processes, (ECTS 1) , 4. Competent in drafting production-service policies in the enterprise, (ECTS 1) , 5. To carry out an analysis of work activity in the enterprise; (ECTS 1) ,		
Contribution to the student workload (which should correspond to the student's learning outcomes)			
Activity	Hours	Days/week	Total
Lectures	2	15	30
Theoretical exercises/tasks	1	15	15
Practical work	5	1	5
Contacts with teachers – consultations	1	5	5
Preparation for project assignments	1	5	5
Course project - Test (planning + implementation)			
Homework	1	10	10

Student's own study time (in the library or at home)			30
Final exam preparation	1	10	10
Time spent on assessment (tests, final exam)	2	5	10
Projects, presentations, etc.	1	5	5
Total			125
Teaching methodology and learning methodology	<p>Lectures The course lasts 15 weeks with 3 hours of lectures and/or weekly individual and group exercises. Exercises will be held in the form of individual and group work in which concrete examples will be discussed. Active participation is extremely important, so students are encouraged to regularly attend lectures and exercises and contribute to the discussions that take place in lectures. Teaching will be carried out through lectures, exercises, practical examples, individual and group interpretations, seminar work, periodic assessments, etc. All of this will be carried out in the theoretical and practical aspects by presenting the materials in audio-visual form through electronic technology with Windows Office programs. In the theoretical aspect, general scientific knowledge will be provided, based on contemporary literature. The practical part will mainly be carried out through concrete examples from the literature and case studies, solving numerical tasks and their interpretation. In this way, the creation of interactive professor-student and student-student relations will be aimed at.</p>		
Assessment methods and passing criteria	<p>The Assessment method – is based on three activities – on which the final grade will be built (there may be more activities decided by the course professor):</p> <ul style="list-style-type: none"> • Activity and Engagement in the lesson.....max 20 points (%), • Presentation of the project/seminar paper.....max 20 points (%), • Final exam (or two tests).....max 60 points (%), <p>Passing criteria related to the activities foreseen by the assessment method:</p> <p>1. Activity and Engagement in Learning – is assessed with 20 points (%) out of 100 points (%) possible:</p> <ul style="list-style-type: none"> • Activity in the lesson (10 points (%)) - means that the student is active and involved in interactive discussions between professors and students, students and students, opening up new topics that are related to the subject, providing ideas, opinions, critical thoughts with the aim of stimulating debate during lectures. • Engagement (10 points (%)) - means that the student completes and presents the tasks that are assigned at the end of each lecture and then discussed at the beginning of the next lecture. <p>Goal: Encouraging critical thinking and creative solution of real situations related to the problems posed - related to teaching and learning in the subject module.</p> <p>2. Drafting and presenting a project/seminar paper - is assessed with 20 points out of 100 points (%) possible, Within the semester, the student (can be a group of students – no more than 3 students) must prepare a project/seminar paper (Word and</p>		

PowerPoint), the same paper must be presented during the hours designated for presentation. The presentation will last a maximum of 15 minutes.

The topic of the paper can be proposed by the professor or by the student – the topic proposed by the student must be approved by the professor, and it must be fully correlated with the course.

The paper is presented to the group and evaluated based on the quality of content, analysis, creativity and ability to present it clearly.

Project/seminar paper evaluation criteria	
Component	Points (%)
Structure and Purpose of the paper	5
Content/explanation of the paper	5
Conclusions drawn and presentation of the paper	10
Total:	20

Goal: development of research, analytical and scientific skills, through addressing a specific topic independently and academically - related to teaching and learning in the subject module.

3. The final exam test is evaluated with 60 points (%) out of 100 points (%) possible,

The student will be subject to the final exam test, after the completion of the course lectures and on the exam deadlines determined by the University Senate.

The purpose of the exam is to assess the knowledge, skills, abilities and competencies of the student, related to the learning outcomes foreseen in the material of the lectured course.

The exam test (question form) must be completed individually by the student and the same is evaluated according to the criteria and contains:

- ♦ objective multiple-choice questions, these will be used to assess the student's ability to recall and recognize concepts and course material.....**35 points (%)**,
- ♦ subjective questions of the type of topic for explanation/written answer/tasks - for which the student himself must be able to provide answers related to the material of the lectured course, the same answers will be used to assess the student's understanding and abilities to apply the knowledge acquired in the analysis, synthesis/evaluation of the problem.....**25 points (%)**,

Purpose of the test: to assess the acquisition of learning outcomes and the ability to apply them in practical situations.

The student passes the exam if he/she **collects 50 points (%)** from all activities foreseen by the assessment method,

	Grades at UASF: <table><tr><th>Grade</th><th>ECTS/Grade</th><th>Points/Percent (%)</th><th>The definition</th></tr><tr><td>10</td><td>A</td><td>90 - 100</td><td>Excellent</td></tr><tr><td>9</td><td>B</td><td>80 - 89</td><td>Excellent</td></tr><tr><td>8</td><td>C</td><td>70 - 79</td><td>Very good</td></tr><tr><td>7</td><td>D</td><td>60 - 69</td><td>Good</td></tr><tr><td>6</td><td>E</td><td>50 - 59</td><td>Sufficient</td></tr><tr><td>5</td><td>FX/F</td><td>0 - 49</td><td>Insufficient</td></tr></table>	Grade	ECTS/Grade	Points/Percent (%)	The definition	10	A	90 - 100	Excellent	9	B	80 - 89	Excellent	8	C	70 - 79	Very good	7	D	60 - 69	Good	6	E	50 - 59	Sufficient	5	FX/F	0 - 49	Insufficient
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Concretization tools – IT	Use of Smart-board, Internet, wireless, computer, projector, PowerPoint, Use of "on-line" platforms and tools to support communication and team collaboration, etc.																												
The ratio between the theoretical and practical part of the study	60% - Theory, 40% - Theoretical exercises/tasks, This report aims to analyze the connection between the theoretical knowledge acquired during the lectures provided in the course module and the implementation of practical exercises (practical visits, exercises with students, student quizzes in class, etc.) Of the total 125 hours planned for the course, the division is made according to the ratio of 60% with a focus on theory and 40% on practice. <ul style="list-style-type: none">75 hours are dedicated to theoretical lectures, including the acquisition of basic concepts, methodologies and standards foreseen in the subject module.50 hours are focused on practical exercises, work visits, case studies, group work and development of simulation projects. Distribution of 5 ECTS <ul style="list-style-type: none">❖ 3 ECTS are dedicated to the theoretical part;❖ 2 ECTS are dedicated to the theoretical exercises/tasks; This division reflects the balance between acquiring basic concepts and applying them through practical activities.																												
Literature																													
Basic literature:	1. Suzana Panariti, “Menaxhimi i projektit” Tirane 2017, Adel Co Tiran 2. Slack, N. Chambers, S, Johnston, R (2014). Menaxhim Operacionesh. Ed. Pearson, Autoriteti, Q.F.C. (2010) Operacionet efektive dhe menaxhimi i performancës. Londër: Bloomsbury USA Akademik.																												
Additional literature:	1. ShyqeriLlaci, - “Menaxhmenti” Tirane 2008. 2. Charles W.L Hill and Gareth R. Jones, Strategic Management: An Integrated Approach, 8th edition Without the cases, Houghton Mifflin, 2008. 3. Dr. Sc.IbrahimKuka,” Menaxhmenti dhe vendosja afariste” 2006,Prishtinë																												
<u>Additional information</u> – Scientific Paper from the course professor:	* Scientific Paper - by author: Aziz Rexhepi; Hysen Sogojeva; Besarta Rexhepi; Bislim Lekiqi, Title: – “Leadership Styles In Kosovo Businesses”, Journal: Technium: Romanian journal of applied sciences and technology																												

	<p>-ISSN: 2668-778X</p> <p>Vol.2 issue4, page 68-79</p> <p>https://www.ebscohost.com/titlelists/e5h-coverage.htm</p>
Designed lesson plan:	
Week	The lecture that will be held
First week	<p>Syllabus Presentation & Operations Management – Introduction</p> <p>Introduction to the subject, basic concepts and history of operations management Introduction to the basic concepts and importance of operations management.</p> <p>Expected Outcome No. 1..</p>
Second week	<p>Human Resource Management</p> <p>Recruitment, selection, motivation and communication within operations Analysis of human resource management in operations.</p> <p>Expected result no. 1 and 2.</p>
Third week	<p>Operations Strategy AI: Strategy and Technology in Operations</p> <p>Relating Operations Strategy to Business Strategy, Case Study. Understanding Strategy and Its Impact on Operations.</p> <p>Expected Outcome No. 2.</p>
Fourth week	<p>Capacity Management</p> <p>Capacity planning and control, demand management. Effective capacity planning to meet demand.</p> <p>Expected Result No. 3.</p>
Fifth week	<p>Technological developments</p> <p>Application of technology in production and services, study visit to the company. Assessment of the impact of technology on operations.</p> <p>Expected result no. 2 and 3.</p>
Sixth week	<p>Inventory Management IA: Inventory Control and Optimization in Organizations</p> <p>Role and Management of Inventory, Advantages and Disadvantages. Effective Inventory Management for Process Optimization.</p> <p>Expected Result No. 3.</p>
Seventh week	<p>Operational practice</p> <p>Study visit, visit to a company in the Ferizaj region to see operational practices. Application of theory in practice and familiarization with real operational processes.</p> <p>Expected result no. 3 and 4</p>
Eighth week	<p>Time planning and implementation Sequencing, planning of activities and their monitoring</p> <p>Design and control of the time plan of operations.</p> <p>Expected result no. 4.</p>

Ninth week	Workplace management and design Work system design and work method analysis. Design of workplaces that improve efficiency and quality. Expected result no. 3 and 4.
Tenth week	Project Planning and Control Importance of Planning, Monitoring and Controlling Operations. Effective Project and Operations Management. Expected Result No. 3 and 4.
Eleventh week	Quality Management ISO concept and standards, techniques for achieving quality. Understanding of quality technologies and recognized standards. Expected Result No. 3 and 5.
Twelfth week	Supply Chain Management Concept and management of supply chain, make-or-buy decision making. Supply chain management for efficiency improvement. Expected result no. 5,
Thirteenth week	Nature and purpose of design Types of manufacturing and service processes, the relationship of product design. Understanding process design and its impact on the product.
Fourteenth week	Leadership Styles Kosovo Businesses (from the scientific paper) Expected result no. 5,
Fifteenth week	Presentation skills and critical summary of acquired knowledge Presentation of papers and discussion of topics developed during the course. Expected result no. 1, 2, 3, 4 and 5.
Academic policies and rules of conduct	
The student is obliged to attend lectures regularly and to have correct behavior towards colleagues and University staff, maintaining calm and active engagement in lectures and exercises is mandatory. During lectures and exercises, eating, whispering that hinders work in the classroom and the use of mobile phones are PROHIBITED. At the same time, mobile phones must be turned off or put on silent and not used during lectures or exercises. Lack of academic integrity (including plagiarism, copying another person's work, use of unauthorized aids in exams, cheating, etc.) will not be tolerated. If there are doubts about the authenticity of the work submitted, the professor has the right to ask the student to verify his/her work. This can be done through: repeating the work, written or oral testing, surprise quiz or any other action deemed necessary by the lecturer.	