

SYLLABUS

INTERNATIONAL EUROPEAN
UNIVERSITY



**EUROPEAN SCHOOL
OF BUSINESS**



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Course Name 

 Operations management

Lecturer (s) 

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Lecturer's profile 

 <https://business.ieu.edu.ua/pro-yemsh/struktura-kafedry-vykladachi/kafedry/kafedra-menedzhmentu#zzz-014>

Consultations

online consulting



offline consulting



First Thursday of the month 9 a.m. – 10 a.m.
Wednesday 12 p.m. – 1 p.m.

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Discipline page 

 <https://business.ieu.edu.ua/pro-yemsh/struktura-kafedry-vykladachi/kafedry/kafedra-menedzhmentu>

Form of final control

test

def. test

exam



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1 Brief discipline annotation

This academic discipline is the theoretical foundation of the set of knowledge and skills forming the profile of a management specialist. The discipline provides students with the necessary theoretical knowledge and practical skills of intercompany accounting. Knowledge of the discipline gives the opportunity to improve the quality of management and, as a consequence, to ensure the sustainable development of the enterprise business.

2 Background for studying discipline

Subject matter of the academic discipline: enterprise management processes related to the accomplishment of internal accounting in order to optimize financial flows.

3 Goal and objectives of the discipline

The goal is to provide future managers with skills in developing an operational strategy, creating and executing industry operational systems as the basis for ensuring the achievement of the organization's mission.

Key objectives of the discipline:

- to realize that the operating system is one of the most important components of any enterprise;
- to get a thorough knowledge of the basics and category apparatus of operations management;
- the ability to develop an operational strategy of the enterprise;
- the ability to implement quality management and manage the productivity of operating activities of the organization;
- to know the characteristics of operations management at enterprises in different industries.

4 Learning outcomes

PLO 3. To show knowledge of theories, methods and functions of management, contemporary leadership concepts.

PLO 5. To describe the content of functional areas of organization operations.

PLO 7. To determine organization design skills.

PLO 8. To apply management methods for ensuring efficient organization operations.

PLO 11. To show skills in analyzing the situation and carrying out communications in different areas of organization activities.

PLO 20. To show skills in applying information, communication and innovative technologies.

5 ECTS credits

3 ECTS credits / 90 academic hours

6 Discipline structure

| Content sections and topics | Кількість годин | | | | | | | | | | | |
|---|-------------------------|-----------|-----------|----------|----------|-----------|-------------------------|-----------|----------|----------|----------|-----------|
| | full-time mode of study | | | | | | part-time mode of study | | | | | |
| | total | including | | | | | total | including | | | | |
| | | 1 | p | lab. | ind. | i.w. | | 1 | p | lab. | ind. | i.w. |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| Content section 1. Controlling: essence, functions, types and key objectives | | | | | | | | | | | | |
| Topic 1. Introduction to the Operations management discipline. | 9 | 2 | 1 | - | - | 6 | 12 | 2 | - | - | - | 10 |
| Topic 2. Operational infrastructure of the enterprise. | 9 | 2 | 1 | - | - | 6 | 10 | - | - | - | - | 10 |
| Topic 3. Planning of transport industry operations. | 10 | 2 | 2 | - | - | 6 | 10 | - | - | - | - | 10 |
| Topic 4. Operating system. | 10 | 2 | 2 | - | - | 6 | 10 | - | - | - | - | 10 |
| Topic 5. Types of operating systems. | 38 | 8 | 6 | - | - | 24 | 42 | - | - | - | - | 40 |
| Total per content section 1 | 38 | 8 | 6 | - | - | 24 | 42 | - | - | - | - | 40 |
| Content section 2. Controlling in the system of managerial decision-making | | | | | | | | | | | | |
| Topic 6. Enterprise competitiveness and operational strategy. | 7 | 1 | 1 | - | - | 5 | 6 | 2 | - | - | - | 6 |
| Topic 7. Making managerial decisions in operations management. | 8 | 1 | 2 | - | - | 5 | 8 | 2 | - | - | - | 6 |
| Topic 8. Operating activities of enterprises. | 7 | 1 | 1 | - | - | 5 | 9 | - | 2 | - | - | 7 |
| Topic 9. Designing products and services. | 7 | 1 | 1 | - | - | 5 | 7 | - | - | - | - | 7 |
| Topic 10. Planning of operations processes. | 9 | 1 | 2 | - | - | 6 | 7 | - | - | - | - | 7 |
| Topic 11. Planning of manufacturing capabilities. | 8 | 1 | 1 | - | - | 6 | 7 | - | - | - | - | 7 |
| Total per content section 2 | 46 | 6 | 8 | - | - | 32 | 44 | 2 | 2 | - | - | 40 |
| Total hours | 90 | 14 | 14 | - | - | 62 | 90 | 4 | 4 | - | - | 82 |



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List of obligatory tasks

1. Essence and meaning of operations management.
2. Operations management as a type of functional management.
3. Operational system of organization: structural and process feature.
4. Organizational aspects and tools for making managerial decisions in operations management.
5. Production strategy and competitiveness of the enterprise.
6. Planning and designing the operational process at the enterprise. Project management.
7. Managing the operational structure at the enterprise.
8. Management of material resources.
9. Stock management.
10. Modern concepts and prospects for the development of operations management. Construction and optimization of network schedules.

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List of selective tasks

1. Decision-making methods where the issue is decided by people who have never dealt with the problem, but are experts in related fields.
2. To name and characterize types and models of decisions in the decision theory when the probability of an outcome for each alternative is unknown.
3. Organizational structure of enterprise management where the management of individual functional areas and projects is built.
4. Name and characterize types of spatial organizational activities.
5. To analyze external factors of the enterprise.

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Discipline features

| Period of teaching | Semester | International disciplinary integration | Year of study | Courses: general training/ professional training/elective |
|--------------------|--------------|--|---------------|--|
| 1st semester | 7th semester | available | 4th year | Professional training course |

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Assessment system and requirements. General system of discipline assessment

As part of discipline teaching, one carries out current and final control of students' knowledge. The final grade in the form of an exam is given according to the total rating of students.

QR Code: <https://ie.u.edu.ua/docs/pol-mark-esb.pdf>

According to the results of current control during a semester, students can obtain 100 points maximally, the minimum sum of points allowing students to pass the discipline is 60 points.

Correlation between national and ECTS grades and student rating: QR Code: <https://ie.u.edu.ua/docs/pol-mark-esb.pdf>



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11 Admission to final control

The minimum amount of points that should be obtained by students for current educational activities during a semester to be admitted to the final control is 36 points. The grade for the discipline is defined as a sum of the final points for current activities and the points for the final control and is expressed due to the multipoint scale.

The grade for the discipline completing with the exam is determined as the sum of points for current learning activities (at least 36), points for individual independent work of students (no more than 6) and points for the test (at least 24).

The overall points of the discipline are 100. The total grade for the discipline is given according to the national and European scale.

The final control in the form of an exam is carried out after learning all the topics of the discipline, during the examination session.

QR Code: <https://ieu.edu.ua/docs/050.pdf>

12 Discipline policy

To ensure fruitful learning and cognitive activities of students while studying the discipline, one holds relevant lectures and seminars in the form of presentations, case studies, group work and discussion seminars.

During classes and at the University, students should respect lecturers, staff and other students, attend classes according to the schedule, come on time and not leave classes without lecturer's permission. All academic assignments should be performed by the deadlines.

The teaching staff should constantly advance their professional level, teaching skills, general culture, as well as provide students with appropriate conditions for learning educational programs according to the requirements for the content, level and capacity of education, and encourage their comprehensive professional development. Lecturers should follow the curriculum, not be late for classes, not allow any manifestations of corruption, discrimination, bullying, harassment and infringement of the students' rights.

13 Policy of absence and late task performance

Students who miss the current control for valid reasons confirmed by documents have the right to take current control within two weeks after returning to studying.

Students who have missed classes without valid reasons, have not participated in current control activities, have not liquidated academic failure are not admitted to the final semester control of this discipline. In this case, an academic staff member puts a mark 'non-admission' in the exam record.

Repeated taking of the exam in the discipline is appointed in case of accomplishing all types of educational, independent (individual) work stipulated by the working program of the academic discipline and is carried out according to the approved schedule of academic failure liquidation.

QR Code: <https://ieu.edu.ua/docs/050.pdf>



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14 Academic integrity policy

Participants in the educational process rely on the academic integrity principles QR Code:
<https://ieu.edu.ua/docs/011.pdf>

15 Recommended sources of information

Primary (basic) literature:

1. Operations management: Study guide / I.A. Markina, O.M. Pomaz, Y.V. Pomaz; Edited by I.A. Markina – Poltava: Poltava State Agrarian University, 2018. – 224 p.
2. Operations management: Educational and methodical complex of the discipline [Electronic resource]: study guide for management students / Igor Sikorsky Kyiv Polytechnic Institute; compiled by T.A. Kotsko – Electronic text data (1 file: 2.93 MB) – Kyiv: Igor Sikorsky Kyiv Polytechnic Institute, 2019. – 120 p.
3. Vinohradska O.M. Organization of manager's work: study guide. 2nd edition. Kharkiv: NUUEKh, 2018. 190 p.
4. Quality management: study guide. 2nd edition / D.P. Loiko et al. Lviv: Magnolia 2006, 2018. 336 p.
5. Operations management / V.Y. Pripoten et al.; Nikopol Economic University: KNOWLEDGES, 2017. 178 p.

Additional literature:

1. Yakovliev A.I. [et al.]; edited by A.I. Yakovliev, S.P. Sudarkina, M.I. Larka. Organization of production: textbook. National Technical University "Kharkiv Polytechnic Institute" – Kharkiv: NTU "KhPI", 2016. – 436 p.
2. Enterprise strategy [Electronic resource]: study guide / A.P. Nalyvaiko, N.M. Harashchenko, Y.V. Prokhorova; general and science editor: A.P. Nalyvaiko, Doctor of Economics, Professor, Honored Worker of Science and Technology of Ukraine. – K.: KNEU, 2016. – 485 p.
3. Horiovyi V.P., Aksentiuk M.M. Methodical guidelines for studying the Operations management discipline for Bachelor's students of the 6.030601 Management program. – K.: Agrar Media Group LLC, 2012. – 47 p.
4. Belinskyi P.I. Management of production and operations: Textbook. – Kyiv: Center for educational literature, 2005. – 624 p.
5. Horiovyi V.P., Zbarskyi V.K., Sribniuk M.S. Organization and prospects for the development of production at agricultural enterprises. K.: National Scientific Centre "Institute of Agrarian Economics". – 2008. – 136 p.
6. Omelianenko T.V., Zadorozhna N.V. Operations management: Study guide for self-study of disciplines – K.: KNEU, 2003. — 236 p.
7. Operations management (a set of training materials for part-time students) / Compiled by T. V. Omelianenko, N.A. Tryhubchak – K.: KNEU, 2000. – 84 p.
8. Planning of enterprise activities: Study guide / Edited by Y. Moskaliuk. – K.: KNEU, 2005. – 384 p.
9. Methodical guidelines for the study of the Operations management discipline for full-time and part-time Bachelor's students in the 073 Management specialty. – K: National Academy of Statistics, Accounting and Audit, 2019. – 55 p.

Information resources:

1. Official website of the Vernadsky National Library of Ukraine // Electronic resource. – Available at: <http://nbuv.gov.ua>.
2. Website of free electronic textbooks online // Electronic resource. – Available at: <https://pidru4niki.com>.
3. Official website of CHITALKA student electronic library // Electronic resource. – Available at: <http://chitalka.info>.
4. Official website of the online library of educational and scientific literature // Electronic resource. – Available at: <https://eduknigi.com>.



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Tips on successful study during the course

If you want to succeed in this discipline, you should be:

- persistent, attentive and curious;
- creative, cheerful, and open to communication and discussions;
- ready to acquire information and knowledge about the subject not only during lectures but also during extracurricular activities.

See you at classes!