

COURSE SYLLABUS

Operational management

Degree of higher education – first (bachelor)

Specialty – 073 Management

Educational program – Management

Course status – compulsory

Instructor(s) of the Department of Management and Public Administration: Nevmerzhytska S.M., Associate Professor

1. Course description:

Semester(s): 4.

Scope: total number of hours – 90 including: lectures – 24 hours, practical – 36 hours, independent work – 30 hours; number of ECTS credits – 3.

Course objectives – mastering the competencies of objective laws and features of management of operational activities of organizations of production and non-production areas, mastering the principles and methods of rational organization, planning and monitoring of activity of the operating system of the organization, acquisition of skills and abilities to perform technical and economic calculations, related to the justification of decisions to maintain a stable mode of operation and development of the operating system.

Learning outcomes of the course:

know: composition of elements and structure of the operating system; object, subject, goals, principles, methods and functions of operational management; composition of operational priorities and the most important strategic decisions in the field of operations; types of operational strategies; goals, types and tools of operational activity planning; purpose, components and functional areas of application of supply chain management systems.

be able to: justify the decision to create an operating system; develop and improve the structure of the operating system; develop and implement management decisions in the operating system; organize and use information flows in the operating system; maintain the proper operation of the operating system; use modern methods of control and adjustment of transformation processes; diagnose the state of the operating system; manage the operating system supply chain; to establish and maintain international standards of quality of work, processes and products; manage the quality and performance of the organization's operational activities.

able to demonstrate: substantiate the decision to create an operating system, support the proper operation of the operating system; organize the production of competitive products (services).

solve independently: identify the type of operational strategy of a particular business organization; to develop tactical and operative-calendar production plans; develop the operational strategy of the organization; analyze inventories by ABC and XYZ methods; calculate inventory management costs; determine the optimal size of the order (batch delivery).

Required educational components (prerequisites, co-requisites, post-requisites): Management, Time management, Marketing, Business economics, Finance, Statistics, Strategic management.

Course content: Topic 1. Operational management as a kind of functional management. Topic 2. Operational strategy as a basis for designing the operating system. Topic 3. Operating system of the organization: concept, composition and types. Topic 4. Operational activities: resources, processes and results. Topic 5. Management of production infrastructure of the organization. Topic 6. Management of the operating system design process. Topic 7. Management of the current operation of the operating system. Topic 8. Fundamentals of project management. Topic 9. Fundamentals of quality management. Topic 10. Management of operational performance effectiveness.

Forms of final control: exam (semester 4).

Tools for diagnosing learning success: individual tasks, namely: presentations, essays, calculation works, exercises, tasks, etc., questions for current control, questions for final control, tests.

Language of instruction: Ukrainian, English.

2. Assessment:

Distribution of points received by applicants for higher education

Ongoing assessment and independent work											MC	Exam	Total
T1	T2	T3	T4	T5	Presentations	T6	T7	T8	T9	T10			
2	8	7	2	8	15	8	7	8	2	13	10	10	100

Distribution of points in the course

Activities evaluated in points	T1	T2	T3	T4	T5	T6	T7	T8	T9	T10	Total
Speech at a practical lesson	2	2	2	2	2	2	2	2	2	2	20
Individual tasks (creative works, exercises, situational tasks)		6			6	6		6		6	30
Presentations, essays	15					-	-	-	-	-	15
Ongoing control (by topics)	-	-	5	-	-	-	5	-	-	5	15
Modular control	10					-	-	-	-	-	10
Exam	10										10
Total in the course											100

Exam evaluation criteria:

Written exam – 10 points, including: testing – 3 points, full answer to a theoretical question – 3 points, solving a practical situation – 4 points.

Compliance with the scales for assessing the quality of learning material

Score on the national scale	Points	Assessment on the ECTS scale	Definition
excellent / passed	90-100	A	Excellent (outstanding performance without errors)
good / passed	82-89	B	Very good (above the average standard but with minor errors)
	74-81	C	Good (generally sound work with some errors)
satisfactory / passed	64-73	D	Satisfactory (fair but with significant shortcomings)
	60-63	E	Fair (performance meets the minimum criteria)
unsatisfactory / failed	35-59	FX	Fail (some more work required before the credit can be)
	0-34	F	Fail (considerable further work is required)

3. Course policy:

3.1 Mandatory observance of academic integrity by higher education students, namely:

- independent performance of all activities, tasks, forms of control provided by the working program of this course;
- references to the sources of information if ideas, developments, statements, information are used;
- compliance with the legislation on copyright and related rights;
- providing reliable information about the results of their own educational (scientific, creative) activities, used research methods and sources of information.

3.2. Recognition of learning outcomes obtained in non-formal education, if they correspond to the program learning outcomes, in the amount of 10 points, is allowed. Applicant for higher education applies with a statement, which is accompanied by documents, confirming the results of studies (diplomas, certificates, educational programs, etc.). In case of enrollment of a separate content module / modules of the discipline, the applicant is released from performing of the relevant tasks,

receiving the maximum score for them in accordance with the rating system of evaluation of this discipline.

3.3. Obtaining a minimum grade in the discipline is possible in case that the practical / laboratory works are performed in full and all types of control on each topic are completed.

3.4. In case of late performance of works (without good reasons) the assessment for the relevant type of works

is reduced by one point for each overdue academic week, but not more than the maximum number of points for this work.

3.5. Postponement of delivery/retaking:

- for good reasons (sick leave, academic mobility, etc.) is possible without reducing the maximum score for works in case of prior notice of the reason for the delay (confirmed by the relevant document (certificate)) and deadline for postponement the delivery of work to the instructor personally or through the head of the group;

- without good reasons the work is evaluated with a decrease in the maximum score and the grade in the discipline can not be higher than "satisfactory".

3.6. In case of detection of manifestations of academic dishonesty, plagiarism, the student is obliged to perform the task again in compliance with the established requirements and with a decrease in the maximum score.

3.7. Missed classes are subject to practice individually or by a group of students on the application and on terms, agreed with the teacher.

3.8. Assessment appeal is made on the application of the applicant by forming a commission of three persons from the lecturers of the department and the mandatory presence of the head of the department, which accepts and evaluates the work of the applicant, a grade for which the applicant appeals.