



Syllabus of the course
«Production and service management»

Specialty	All	
Study Programme	All	
Study cycle (Bachelor, Master, PhD)	the first (Bachelor) level of higher education	
Course status	Selective	
Language	English	
Term	third year fifth semester	
ECTS credits	5	
Workload	Lectures – 30 hours. Practical studies – 30 hours. Laboratory studies – 0 hours. Self-study – 90 hours.	
Assessment system	Grading	
Department	Department of Management, Logistics and Innovation, auditorium 225, phone: (057) 702-02-65, website: www.kafmli.hneu.edu.ua	
Teaching staff	Sigaieva Tetiana, PHd (Economics), Associate professor	
Contacts	tetiana.sihaieva@hneu.net	
Course schedule	Lectures: according to the schedule Practical studies: according to the schedule	
Consultations	At the Department of Management, Logistics and Innovation, offline, according to the schedule, individual, PNS chat.	
Learning objectives and skills:		
<i>is the formation of skills development of operational strategies, establishment and use of operating systems as the basis for the attainment of the mission.</i>		
Structural and logical scheme of the course		
Prerequisites	Postrequisites	
-	-	
-	-	
Course content		
Content module 1. Operations strategy and managing change		
Topic 1. Introduction to the field		
Topic 2. Operations Strategy and Competitiveness.		
Topic 3. Project management		
Topic 4. Process analysis		
Topic 5. Service process selection and design		
Content module 2. Supply chain design		
Topic 6. Supply chain strategy		
Topic 7. Strategic capacity management		
Topic 8. Lean production		
Topic 9. Operations consulting and reengineering		
Topic 10. Aggregate sales and operations planning		



Teaching environment (software)

Multimedia projector, S. Kuznets PNS, Corporate Zoom system

Assessment system

Assessment of students' learning outcomes is carried out by the University according to the cumulative 100-point system.

Current control is carried out during lectures and practical (seminar) classes and aims to assess the level of students' readiness to perform particular tasks, and is assessed by the amount of scored points.

The maximum amount during the semester – 100 points; the minimum amount required is 60 points.

Current control includes the following assessment methods: assignments for the topics; flow control works; presentations on topics.

More detailed information on assessment and grading system is given in the technological card of the course.

Course policies

Teaching of the academic discipline is based on the principles of academic integrity.

Violation of academic integrity includes academic plagiarism, fabrication, falsification, cheating, deception, bribery, and biased assessment.

Educational students may be brought to the following academic responsibility for breach of academic integrity: repeated assessment of the corresponding type of learning activity.

More detailed information about competencies, learning outcomes, teaching methods, assessment forms, self-study is given in the Course program.