



Syllabus of the educational discipline «Production and service management»

Specialty	<i>All specialties</i>
Educational program	<i>All programs</i>
Level of education	<i>bachelor</i>
Discipline status	<i>selective</i>
Teaching language	<i>English</i>
Course / semester	<i>3 course, 5 semester</i>
Number of credits ECTS	<i>5</i>
Distribution by types of trainings and hours of study	<i>Lectures – 32 hours. Practical studies (seminars) –32 hours. Independent training – 86 hours.</i>
Form of final assessment	<i>Test</i>
Department	<i>Department of Management, Logistics and Innovations Address: Room 225, main building, 9-a, Nauki Avenue, S.Kuznets KhNUE, Kharkiv, Ukraine, 61166 Phone +38 (057) 702-02-65 (3-02) Website https://www.hneu.edu.ua/kafedra-menedzhmentu-logistyky-ta-ekonomiky</i>
Teacher (-s)	<i>PhD (Economics), Assistant of Professor, Sigaieva Tetiana</i>
Teacher's contacts	<i>tetiana.sigaieva@gmail.com tetiana.sihaieva@hneu.net</i>
Days of the classes	<i>according to the schedule of the classes</i>
Consultations	<i>according to the schedule of consultations</i>
The purpose of the discipline is formation of skills development of operational strategies, establishment and use of operating systems as the basis for the attainment of the mission.	
Prerequisites for learning macroeconomics, enterprise economics, management, marketing ability to initiate monitoring characteristics of the infrastructure company (organization	
Content of the educational discipline	
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	
Course page on the Moodle platform (personal training system)	<i>Production and service management. Сайт персональних навчальних систем ХНЕУ ім. С. Кузнеця – [Електронний ресурс]. – Режим доступу: https://pns.hneu.edu.ua/course/view.php?id=5288</i>
Assessment system of learning outcomes <i>The student is certified if the sum of points obtained by the results of the current and modular control during the semester reached 100 points.</i>	



More detailed information on assessment is given in the technological card of the discipline.

Accumulation of rating points in the discipline (example)

Types of training	Max points
lectures	16
practical studies	44
presentation	20
Colloquium	20
Max points	100

Discipline policies

Policy of academic integrity,

Absenteeism policy,

Policy to perform tasks later than the deadline, etc.

<https://www.hneu.edu.ua/akademichna-dobrochesnist/>

More detailed information about competencies, learning outcomes, teaching methods, assessment forms, independent training is given in the Syllabus (working plan) of the educational discipline. <https://pns.hneu.edu.ua/mod/assign/view.php?id=180914>

Syllabus approved at the meeting of the Department «*Management, Logistics and Innovations*».

Protocol №19 from 25.06.2021