



OPERATIONAL MANAGEMENT

Master Degree

Syllabus

BOK 2.17

MBA 531

Specialty: 073 “Management”

Educational program “Business Administration”

Instructor: **Bielova Olena, PhD**, Associate Professor
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ECTS Credits: 6
US Credits: 3

Course Description

This course is to provide students with the understanding of operations management through practical and theoretical work. Operations management concepts are not confined to one department. Rather, they are far-reaching, affecting every functional aspect of the organization. Whether studying accounting, finance, human resources, information technology, management, marketing, or purchasing, students need to understand the critical impact operations management has on any business.

Learning Outcomes

- PH.1. Critically comprehend, select and use the necessary scientific, methodological and analytical tools for management in unpredictable conditions.
- PH.2. Identify problems in the organization and justify methods for solving them.
- PH.4. Substantiate and manage projects, generate business ideas.
- PH.5. Plan the activities of the organization in strategic and tactical sections.
- PH.6. Have the skills to make, justify and ensure the implementation of management decisions in unpredictable conditions, taking into account the requirements of applicable law, ethical considerations and social responsibility.
- PH.7. Organize and carry out effective communications within the team, with representatives of various professional groups and in the international context.
- PH.10. Demonstrate leadership skills and ability to work in a team, interact with people, influence their behavior to solve professional problems.
- PH.12. Be able to delegate authority and management of the organization (unit).
- PH.13. Be able to plan and implement information, methodological, material, financial and personnel support of the organization (unit).

Competences

IK. Ability to solve complex problems and problems in the field of management or in the learning process, involving research and / or innovation in the uncertainty of conditions and requirements

3K2. Ability to communicate with representatives of other professional groups from different levels (with experts from other fields of knowledge / types of economic activity);
3K4. Ability to motivate people and move towards a common goal;
3K6. Ability to generate new ideas (creativity);
3K7. Ability to abstract thinking, analysis and synthesis;
CK1. Ability to select and use management concepts, methods and tools, including in accordance with defined objectives and international standards;
CK2. Ability to set values, visions, mission, goals and criteria by which the organization determines further directions of development, to develop and implement appropriate strategies and plans;
CK4. Ability to effectively use and develop the organization's resources;
CK6. Ability to form leadership qualities and demonstrate them in the process of managing people;
CK7. Ability to develop projects, manage them, show initiative and entrepreneurship;
CK8. Ability to use psychological technologies at work with staff.

Internationality: The international aspect of the discipline includes study of the features of international methods that influence operational management and their practical use in modern enterprises.

Communications

For individual issues, students should contact the professor ONLY by given e-mail or by Moodle. In the Subject line they should put: UACUFirstNameLastName. E-mail messages will normally be answered within 24 hours.

Note! Only emails sent from the student's corporate email address will be answered.

Student Responsibilities

Time Commitment

The study of technical courses is cumulative (i.e., an understanding of earlier material is necessary to grasp concepts covered later). Past experience has shown a high correlation between procrastination and low grades. Students must be committed to completing tasks on time.

Technical Aspects

The student is obliged to provide himself/herself with all the necessary technical equipment for the educational process (laptop or computer, webcam, headsets or headphones and microphone), as well as access to the Internet.

Only students signed-in with their own first and last name are allowed into video lectures in Zoom.

Grading Policy

The course is based on mastery of course outcomes. Student grades for this course will be calculated based on performance.

Note: the minimal grade to pass a subject is 60%.

Graduate Grading Guidelines

The assignment of a letter grade for a course is an indication of the student's overall success in achieving the learning outcomes for the course. The course letter grade may be

viewed as a summary statement of the student's achievement in individual assessments (assignments & activities). These assessments are intended to identify for students their strengths as well as those areas in need of improvement. Student work is assessed according to the guidelines below.

Course-level Grading guidelines:

Grade	ECTS Grade	International Grade
90% - 100%	A	5 (Excellent)
83% - 89%	B	4 (Very Good)
75% - 82%	C	4 (Good)
70% - 74%	D	3 (Good)
35% - 69%	FX	Not acceptable, possible repetition of course

Criteria for grading:

ECTS grade	Requirements for the student
A	The student demonstrated a comprehensive systemic and in-depth knowledge of program material; processed basic and additional literature; obtained a solid grasp of the conceptual apparatus, methods, techniques and tools provided by the program; found creative abilities in the presentation of the educational program material both on this issue and on related modules of the course and related courses, or the student had a current control of 90-100 points
B	The student demonstrated good knowledge of program material; processed the basic literature, mastered the conceptual apparatus, methods, techniques and tools provided by the program, but with some inaccuracies
C	The student showed mediocre knowledge of the core program material; learned information mainly from a lecture course or just one textbook; mastered only certain methods, techniques and tools provided by the program
D	The student has significant gaps in knowledge of the main program material; fragmentary mastered the basic concepts, techniques and tools; significant mistakes are made when using them

Maximum total possible points – 375 points incl. (Midterm and Final exam are 60% of overall evaluation, where Midterm – 20% and Final – 40%)

Test / Assignment / Project – 150 points (several times during the course)

Midterm exam – 75 points

Final exam – 150 points

Assignment Format

- All work should be shown in time. If the student misses the deadline – the task is failed.
- Midterm covered topics from previous lectures (weeks 1-4). It included multiple choice questions and cases (essays) and took about 1.5 hours.
- The Final exam covered all course material and included multiple choice questions and cases (essays). It lasts for 1.5 hours. Admission to the Final exam is possible only if all the tasks of the curriculum are covered.

Academic dishonesty

Academic integrity is submitting one's own work and properly acknowledging the contributions of others. Any violation of this principle constitutes academic dishonesty and is liable to result in a failing grade and disciplinary action. Forms of academic dishonesty include:

1. **Plagiarism** – submitting all or part of another’s work as one’s own in an academic exercise such as an examination, a computer program, or written assignment.
2. **Cheating** – using or attempting to use unauthorized materials on an examination or assignment, such as using unauthorized texts or notes or improperly obtaining (or attempting to obtain) copies of an examination or answers to an examination.
3. **Facilitating Academic Dishonesty** – helping another commit an act of dishonesty, such as substituting for an examination or completing an assignment for someone else.
4. **Fabrication** – altering or transmitting, without authorization, academic information or records.

Midterm and Final are valid only if they are taken on-campus (room defined by the dean’s office) and on UACU’s computer/laptop or online on the student’s computer/laptop using Zoom and other conditions defined by the dean's office to avoid the cases of academic dishonesty. Students who will not meet this requirement will be expelled from the course with grade “0”.

In case of missed Midterm or Final exam (for a valid reason like sickness or an emergency) a request to repeat the exam is possible. Permit to repeat a midterm or final exam is done through a letter to the dean's office with request and approval of subject lecturer.

Submission or retaking of any assessment activities after deadlines are forbidden.

Submission & Return Policy

Assignments must be submitted to the professor on or before the due date indicated in the Course Schedule. The assignments submitted after the due dates receive zero points.

**** NO MAKE –UP QUIZZES AND EXAMS ****

Schedule

Week #	Research Projects	Points TP & PP
Lecture 1	Theoretical aspects of Operational Management	10
Lecture 2	Historical Development of Operational Management	10
Lecture 3	Operational Management Environment	10
Lecture 4	Operations Strategy in Operational Management	10
Lecture 5	Strategic Role of Technology in Operational Management	10
Lecture 6	Product Design in Operational Management	10
Lecture 7	Supply Chain in Operational Management	10
Lecture 8	The Role of Purchasing in Operational Management	10
	MIDTERM	75
Lecture 9	Defining Quality in Operational Management	10
Lecture 10	The Evolution of Total Quality Management in Operational Management	10
Lecture 11	Statistical Quality Control in Operational Management	10
Lecture 12	The Philosophy of JIT in Operational Management	10
Lecture 13	Principles of Forecasting in Operational Management	10
Lecture 14	Resource Planning in Operational Management	10
Lecture 15	Scheduling Operations in Operational Management	10

Recommended Materials

1. Operations Management A Complete Guide. [Gerardus Blokdyk](#). - 2021 Edition [5STARCOOKS](#).- 224 p.
2. Arnold, J.R. Tony, Stephen N. Chapman, and Lloyd M. Clive. Introduction to Materials Management, Sixth Edition. Upper Saddle River, N.J.: Pearson Education Limited, 2008.
3. Blackstone, John H. Jr., Capacity Management. Cincinnati, Ohio: South-Western, 1989
4. Cox, James F., III, John H. Blackstone, and Michael S. Spencer, eds. APICS Dictionary, Twelfth Edition. Falls Church, Va.: American Production and Inventory Control Society, Inc., 2005.
5. Gessner, Robert A. Master Production Schedule Planning. New York: John Wiley & Sons, 1986.
6. Narasimhan, Sim, Dennis W. McLeavey, and Peter Billington. Production Planning and Inventory Control, Second Edition. Englewood Cliffs, N.J.: Prentice-Hall, 1995.
7. Plossl, George W. Production and Inventory Control: Principles and Techniques, Second Edition. Englewood Cliffs, N.J.: PrenticeHall, 1985.
8. Slack, Nigel, Stuart Chambers, and Robert Johnston. Operations Management, Third Edition. Upper Saddle River, N.J.: Pearson Education Limited, 2001.
9. Vollmann, Thomas E., William L. Berry, D. Clay Whybark, and F. Robert Jacobs. Manufacturing Planning and Control Systems, Fifth Edition. Burr Ridge, Ill.: McGraw-Hill/Irwin, 2005.

** The above schedule and procedures are subject to change in the event of extenuating circumstances.*

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Проректор з навчально-методичної
роботи



Л.І.Кондратенко

Завідувач кафедри



Л.В.Жарова

Викладач



О.І.Белова