

OPERATIONS MANAGEMENT, (ECTS 4)

This course represents a study into decisions made in production and procurement, and covers the five relevant decision areas when managing a production process: quality, processes, capacity, inventory, and labor. After the course introduction, quality management will be discussed, as well as methods of quality control and improvement. Students will also be introduced to the principles of project management, and will learn how to make short-term and long-term decisions in regard to matters of capacity planning. While the goal of this course isn't to provide students with a technical background, they will develop an understanding of the production process and, once they start their careers in renowned companies, will be able to predict procurement needs based on demand levels.

COURSE OBJECTIVES

This course covers the basic areas of decision making in managing production operations in organizations. The basic tenets of process management, projects, quality, capacity, and inventory are studied, while today's ever-present globalization of business operations will be reviewed. Emphasis will be placed on the importance of all the previously mentioned areas for particular parts of business organizations.

CLASS HOURS

Lectures	30 hours
Total	30 hours

TOPICS

- Overview of lectures, and introduction to operations management and supply chain
- Strategy and sustainability
- Quality management,
- Selection process, design service production and choice of technology
- Design of products and services, process analysis, space plans and work resources.
- Capacity management
- Linear programming and transportation methods
- Project management
- Inventory management
- JIT production
- Labor-Management
- Globalization of production

ELEMENTS OF GRADE

35%Mid-Term 1
35%Mid-Term 2

5%Class Attendance
10%Active Participation in Lectures
15%Group Seminars and Presentation

LITERATURE

Roger G. Schroeder, „Upravljanje proizvodnjom - Odlučivanje u funkciji proizvodnje“, IV izdanje, MATE, Zagreb.
BlackBoard – materials and lecture presentations